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CPP Property Services Training Package

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

CPP20116 Certificate II in Surveying and Spatial Information Services

Modification History

Release 1.

Replaces superseded equivalent CPP20112 Certificate II in Surveying and Spatial Information Services.

This version first released with CPP Property Services Training Package Version 3.

Release 2.

Replace superseded core unit CPCCOHS1001A Work safely in the construction industry with core unit CPCCWHS1001 Prepare to work safely in the construction industry. This Version release with CPP Property Services Training Package Version 4.1

Qualification Description

This qualification applies to those undertaking pre-vocational programs, or entering the workforce and working under close supervision and possibly assisting in simple surveying or spatial information services activities. They can operate in the field and may use a computer to assist in collecting, storing and retrieving basic spatial data.

No licensing, legislative, regulatory, or certification requirements apply to this qualification at the time of endorsement.

This qualification is suitable for an Australian apprenticeship pathway.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 8 units of competency:
  - 4 core units
  - 4 elective units.

The elective units must ensure the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome and are to be chosen as follows:

- all 4 units may be chosen from the elective units listed below

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- up to 2 units may be chosen from other Certificate II or III qualifications in CPP, or another current Training Package or accredited course, provided they do not duplicate the outcome of another unit chosen for the qualification.

Core units

CPCCWHS1001	Prepare to work safely in the construction industry
CPPSIS2012	Assist in collecting basic spatial data
CPPSIS2013	Store and retrieve basic spatial data
CPPSIS3011	Produce basic maps

Elective units

BSBSUS201	Participate in environmentally sustainable work practices
CPPCMN3006	Provide effective client service
CPPSIS2015	Assist with surveying and spatial field activities
CPPSIS2016	Assist with load transfers
ICTICT101	Operate a personal computer
ICTICT102	Operate word-processing applications
ICTICT105	Operate spreadsheet applications
ICTICT203	Operate application software packages
ICTICT210	Operate database applications
ICTICT211	Identify and use basic current industry-specific technologies
RIISTD201D	Read and interpret maps

Qualification Mapping Information

CPP20112 Certificate II in Surveying and Spatial Information Services

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPP20319 Certificate II in Technical Security

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is not equivalent to CPP20307 Certificate II in Technical Security. Changed packaging arrangements including increase in total number of units and changed core and elective requirements. Streams introduced to better align with industry requirements for a technical qualification.

Qualification Description

This is a qualification for security technicians who sell, install, repair, service and maintain security equipment and systems that protect people and property and prevent or minimise loss and damage.

Technicians at this level operate under general supervision and interact with clients to perform installation, repair, service and maintenance tasks at client premises. Occupational titles may include:

- access control technician
- installation technician
- security salesperson
- service technician.

Licensing, legislative or certification requirements apply to advising on, supplying, installing, maintaining, monitoring, repairing and servicing security equipment in some states and territories. For further information, check with the relevant regulatory authority.

All cabling work, including telephone, data, fire and security alarm systems cabling, that connects with the telecommunications network must be performed by a registered cabler or under the direct supervision of a registered cabler as required by the Australian Communications Media Authority (ACMA) cabling provider rules. For further information on cabling registration requirements, check with ACMA.

Some units within this qualification require open cabling registration under the ACMA cabling provider rules registration system. This qualification may result in open cabling registration for candidates who undertake:

- ICTCBL236 Install, maintain and modify customer premises communications cabling: ACMA Restricted Rule
- ICTCBL237 Install, maintain and modify customer premises communications cabling: ACMA Open Rule
- ICTWHS204 Follow work health and safety and environmental policies and procedures
- ICTTEN201 Use electrical skills in telecommunications work.

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Structured cabling registration may also be achieved by undertaking the unit ICTCBL301 Install, terminate and certify structured cabling installation.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 12 units of competency
- 4 core units
- 8 elective units.

Electives must be chosen as follows:

- a minimum of 3 units from Group A
- up to 5 units from Groups A, B or C not already selected
- up to 1 unit may be selected from any Training Package, as long as it contributes to a valid, industry-supported vocational outcome and maintains the AQF level of this qualification.

An asterisk against a unit code listed below indicates that there are prerequisite requirements that must be met when packaging the qualification. Users are referred to the list of units with prerequisite unit requirements available for this purpose in the Training Package Implementation Guide.

Core Units

CPCCWHS1001	Prepare to work safely in the construction industry
CPPSEC2101	Apply effective communication skills to maintain security
CPPSEC2105	Provide quality services to a range of security clients
ICTWHS204	Follow work health and safety and environmental policies and procedures

Elective Units

Group A: Technical Field of Work

CPPSEC2021	Install security equipment and systems
CPPSEC2022	Install electronic locks and locking systems

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CPPSEC2023	Install video surveillance systems and equipment
CPPSEC2025	Sell security products and services
CPPSEC2026	Perform routine maintenance on security equipment and systems
ICTTEN202	Use hand and power tools

Group B: Cabling Field of Work

ICTCBL236 *	Install, maintain and modify customer premises communications cabling: ACMA Restricted Rule
ICTCBL237 *	Install, maintain and modify customer premises communications cabling: ACMA Open Rule
ICTCBL301	Install, terminate and certify structured cabling installation
ICTTEN201	Use electrical skills in telecommunications work

Group C: General

CPPSEC2024	Monitor and respond to electronic information from security equipment and systems
CPPSEC3037	Test installed security equipment and systems
CPPSEC3047	Provide estimate and quote on security system installations
ICTTEN207	Install and test internet protocol devices in convergence networks

Qualification Mapping Information

Code and title	**CPP07 Property Services Training Package**	**Comments**	**E/ NE**
CPP20319 Certificate II in Technical Security	CPP20307 Certificate II in Technical Security	Supersedes and is not equivalent to CPP20307 Certificate II in Technical Security. Changed packaging arrangements including	N

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		increase in total number of units and changed core and elective requirements. Streams introduced to better align with industry requirements for a technical qualification.	

Links

An Implementation Guide to this Training Package is available at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPP20617 Certificate II in Cleaning

Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Release 5.0.

Qualification Description

This qualification reflects the role of individuals who have a defined and limited range of cleaning operational skills and basic industry knowledge. They are mainly involved in routine and repetitive tasks and work under supervision.

This qualification provides a pathway to further learning and work in various cleaning roles and settings including but not limited to:

- administration, support and correctional services;
- health care and social assistance;
- accommodation and food services, and
- education and training.

Licensing/Regulatory Information

No licensing, legislative, regulatory, or certification requirements apply to this qualification at the time of publication.

^ From 1 July 2022 the elective unit HLTAID003 must no longer be delivered and will be replaced in the Packaging Rules by the unit HLTAID011 - for more information see: https://asqa.gov.au/news-events/news/reminder-about-superseded-hlt-first-aid-units

Entry Requirements

Nil

Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- **11 units of competency:**
  - **3 core units**
  - **8 elective units.**

The elective units are to be chosen as follows:

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- a minimum of 6 units from the elective units listed below
- up to 2 units in CPP or another Training Package or accredited course, provided the integrity of the AQF alignment is ensured, and they contribute to a valid, industry-supported vocational outcome.

Core Units

CPPCLO2032	Plan basic cleaning activities
CPPCLO2034	Maintain storage area and cleaning equipment
CPPCMN2002	Participate in workplace safety arrangements

Electives Units

CPPCCL2008	Clean carpeted floors
CPPCCL2009	Perform basic stain removal from carpets
CPPCLO2002	Clean hard floor surfaces
CPPCLO2005	Maintain glass surfaces
CPPCLO2011	Maintain ceiling surfaces and fittings
CPPCLO2014	Clean and arrange furniture and fittings
CPPCLO2016	Clean wet surfaces
CPPCLO2018	Sort, remove and recycle waste material
CPPCLO2036	Maintain external surfaces
CPPCLO2042	Clean surfaces using microfibre equipment
CPPCLO2045	Clean rooms for guests and residents
CPPCMN2004	Provide basic client services
HLTAID003	Provide first aid
^ HLTAID011	**Provide First Aid (must be delivered from 1 July 2022)**

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Qualification Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence Status
CPP20617 Certificate II in Cleaning	CPP20611 Certificate II in Cleaning Operations	New qualification. Replaces superseded but not equivalent CPP20611 Certificate II in Cleaning Operations.	Not Equivalent

Links

Companion Volumes to this Training Package are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPP20218 Certificate II in Security Operations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 7.0.

Supersedes and is not equivalent to CPP20212 Certificate II in Security Operations.

Release 2 This version first released with CPP Property Services Training Package Release 7.1

Supersedes and is not equivalent to CPP10107 Certificate I in Security Operations

Qualification Description

This qualification reflects the role of a security officer, responsible for maintaining safety and security by patrolling, protecting or guarding property while unarmed, and screening entry, monitoring behaviour and removing persons from premises.

This qualification is intended to align with the following occupational licencing outcomes:

- security officer – unarmed guard
- security officer – crowd controller.

Occupational titles could include:

- security officer
- unarmed guard
- crowd controller

It provides a pathway to further learning and work in various security roles and settings including, but not limited to:

- armed guarding
- cash-in-transit
- close protection
- control room operations
- guard dog handling.

Security officers may work alone or work in a team environment under general supervision, operating with limited autonomy and judgement to complete routine but variable tasks, with some accountability and responsibility for their own outputs, work and learning.

Occupational licensing, legislative, regulatory or certification requirements may apply at the time of publication. Please refer to the CPP Companion Volume Implementation Guide for information.

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Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 14 units of competency:
  - 14 core units of competency.

Core units	
CPPSEC2101	Apply effective communication skills to maintain security
CPPSEC2102	Apply legal and procedural requirements to work effectively within a security team
CPPSEC2103	Apply WHS, emergency response and evacuation procedures to maintain security
CPPSEC2104	Apply risk assessment to select and carry out response to security risk situations
CPPSEC2105	Provide quality services to a range of security clients
CPPSEC2106	Protect self and others using basic defensive techniques
CPPSEC2107	Patrol premises to monitor property and maintain security
CPPSEC2108	Screen people, personal effects and items to maintain security
CPPSEC2109	Monitor and control access and exit of persons and vehicles from premises
CPPSEC2110	Monitor and control individual and crowd behaviour to maintain security
CPPSEC2111	Apply security procedures to manage intoxicated persons
CPPSEC2112	Apply security procedures to remove persons from premises
CPPSEC2113	Escort and protect persons and valuables
HLTAID003	Provide first aid

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Qualification Mapping Information

CPP Property Service Training Package	CPP07 Property Service Training Package	Comment	Equivalency Statement
CPP20218 Certificate II in Security Operations	CPP20212 Certificate II in Security Operations	Supersedes and replaces CPP20212 Certificate II in Security Operations	N
CPP20218 Certificate II in Security Operations	CPP10107 Certificate I in Security Operations	Supersedes and is not equivalent to CPP10107 Certificate I in Security Operations	N

Links

An Implementation Guide to this Training Package is available at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPP30119 Certificate III in Urban Pest Management

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPP30115 Certificate III in Urban Pest Management. Changed packaging arrangements including a reduction in the total number of units and changed core and elective requirements.

Qualification Description

This qualification reflects the role of pest management technicians who are required to identify common urban pests, assess pest problems, consider pest management options, develop pest management plans, liaise with customers and implement pest management strategies.

In most cases, technicians work alone with responsibility for managing chemicals and equipment used for pest management and stored in pest management vehicles.

Licensing, legislative, regulatory or certification requirements apply to pest management in some states and territories. For further information, check with the relevant regulatory authority.

Entry Requirements

There are no entry requirements for the qualification.

Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 10 units of competency
  - 5 core
  - 5 elective units.

Up to 2 elective units may be selected from any training package, as long as they contribute to a valid, industry-supported vocational outcome and maintain the AQF level of this qualification.

Core Units

CPPCMN3004 Respond to enquiries and complaints

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CPPUPM3005	Manage pests without applying pesticides
CPPUPM3006	Manage pests by applying pesticides
CPPUPM3017	Maintain, service and repair pest management equipment
CPPUPM3018	Maintain equipment and pesticide storage area in pest management vehicles

Elective Units

AHCCHM304	Transport and store chemicals
AHCCHM307	Prepare and apply chemicals to control pest, weeds and diseases
AHCPMG312	Apply poison baits for vertebrate pest control in rural and environmental landscapes
CPCCCM2010B	Work safely at heights
CPCWHS1001	Prepare to work safely in the construction industry
CPPCMN4008	Read plans, drawings and specifications for residential buildings
CPPUPM3008	Inspect for and report on timber pests
CPPUPM3010	Control timber pests
CPPUPM3011	Manage organisms by applying fumigants to commodities and environments
CPPUPM3042	Install termite management systems
CPPUPM4003	Assess and advise on pest management options for sensitive operations
CPPUPM4004	Assess and advise on pest management options for complex operations
CPPUPM4005	Implement and monitor pest management plans for sensitive operations
CPPUPM4006	Implement and monitor pest management plans for complex operations
HLTAID003	Provide first aid
MSMSUP301	Apply HACCP to the workplace
TAEDEL404	Mentor in the workplace

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Qualification Mapping Information

CPP Property Services Training Package Release 9.0	**CPP Property Services Training Package Release 8.0**	**Comments**	**E/ NE**
CPP30119 Certificate III in Urban Pest Management	CPP30115 Certificate III in Urban Pest Management	Supersedes and equivalent to CPP30115 Certificate III in Urban Pest Management. Changed packaging arrangements including a reduction in the total number of units and changed core and elective requirements.	E

Links

An Implementation Guide to this Training Package is available at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPP30216 Certificate III in Surveying and Spatial Information Services

Modification History

Version	Comment
1	Replaces superseded equivalent CPP30112 Certificate III in Surveying and Spatial Information Services. This version first released with CPP Property Services Training Package Version 3.
2	Replaces superseded core unit CPCCOHS1001A Work safely in the construction industry with core unit CPCCWHS1001 Prepare to work safely in the construction industry. This version released with CPP Property Services Training Package Version 4.1.
3	Update to superseded imported elective unit TLIC2025A to equivalent unit TLIC2025. This version released with CPP Property Services Training Package Version 4.2.

Qualification Description

This qualification reflects the role of surveying or spatial information services assistants. These people provide support under supervision to a surveying or spatial information services team. They perform a range of duties, from collecting basic spatial data and providing field support services, to simple drafting and map production.

Licensing, legislative, regulatory or certification requirements apply in some States where cadastral and mining surveying must be undertaken under the supervision of a registered surveyor. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

This qualification is suitable for an Australian apprenticeship pathway.

Entry Requirements

There are no entry requirements for this qualification.

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Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 11 units of competency:
  - 5 core units
  - 6 elective units.

The elective units must ensure the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome and are to be chosen as follows:

- all 6 units may be chosen from the elective units listed below
- up to 2 units may be chosen from other Certificate II, III or IV qualifications in CPP, or another current Training Package or accredited course, provided they do not duplicate the outcome of another unit chosen for the qualification.

Core units

CPCCWHS1001	Prepare to work safely in the construction industry
CPPSIS3011	Produce basic maps
CPPSIS3015	Collect basic surveying data
CPPSIS3019	Produce basic plans of surveys
CPPSIS3020	Perform basic surveying computations

Elective units

CPPSIS3016	Provide field support services for surveying and spatial projects
CPPSIS3018	Transfer loads
CPPSIS3021	Visually interpret image data
CPPSIS4022	Store and retrieve spatial data
CPPSIS4030	Operate surveying equipment
CPPSIS4039	Design and produce maps
HLTAID003	Provide first aid
ICTICT203	Operate application software packages

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RIISTD201D	Read and interpret maps
TLIC2025	Operate four wheel drive vehicle

Qualification Mapping Information

CPP30112 Certificate III in Surveying and Spatial Information Services

Links

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CPP30316 Certificate III in Cleaning Operations

Modification History

Release 1.

Replaces superseded equivalent CPP31011 Certificate III in Cleaning Operations.

This version first released with CPP Property Services Training Package Version 4.

Qualification Description

This qualification reflects the role of cleaners responsible for undertaking a range of routine and non-routine tasks according to work schedules, liaising with clients and in some cases members of the public, and operating in a range of general residential and commercial settings as well as specialist cleaning environments. The cleaner may work alone, with or without supervision, and has responsibility for selecting, preparing and using appropriate cleaning methods for a range of cleaning situations while ensuring safe work practices.

No licensing, legislative, regulatory, or certification requirements apply to this qualification at the time of endorsement.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 14 units of competency:
  - 5 core units
  - 9 elective units.

The elective units must ensure the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome and are to be chosen as follows:

- all 9 units may be chosen from the elective units listed below
- up to 3 units may be chosen from other Certificate III or Certificate IV qualifications in CPP or another current Training Package or accredited course, provided they do not duplicate the outcome of another unit chosen for the qualification.

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Core units

CPPCLO3003	Clean using safe work practices
CPPCLO3005	Confirm and apply privacy and security requirements for cleaning work
CPPCLO3019	Remove waste and recyclable materials
CPPCLO3035	Maintain cleaning storage areas
CPPCMN3006	Provide effective client service

Elective units

CPPCLO3001	Maintain hard floor surfaces
CPPCLO3002	Restore hard floor surfaces
CPPCLO3004	Maintain carpeted floors
CPPCLO3006	Clean carpets
CPPCLO3007	Remove carpet stains
CPPCLO3008	Mitigate carpet water damage
CPPCLO3009	Clean glass surfaces
CPPCLO3010	Apply odour control to carpets
CPPCLO3011	Clean using environmentally sustainable work practices
CPPCLO3012	Repair and reinstall carpets
CPPCLO3013	Clean window coverings
CPPCLO3014	Maintain clean-room environments
CPPCLO3015	Treat complex carpet stains
CPPCLO3016	Apply topical treatments to carpets
CPPCLO3017	Clean wet areas
CPPCLO3018	Clean and maintain furniture and fittings
CPPCLO3020	Pressure wash and clean surfaces
CPPCLO3021	Clean industrial machinery
CPPCLO3024	Clean fabric upholstery

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CPPCLO3029	Inspect sites prior to carpet cleaning
CPPCLO3030	Develop a plan to mitigate water damage and restore carpets
CPPCLO3036	Clean at heights
CPPCLO3037	Clean external surfaces
CPPCLO3038	Clean food-handling areas
CPPCLO3040	Clean ceiling surfaces and fittings
CPPCLO3043	Clean using microfibre and chemical-free techniques
CPPCLO3044	Prepare rooms for guests and residents
CPPCLO3045	Clean high-touch surfaces
CPPCMN3004	Respond to enquiries and complaints
CPPCMN3007	Support leadership in the workplace
HLTINF001	Comply with infection prevention and control policies and procedures

Qualification Mapping Information

CPP31011 Certificate III in Cleaning Operations

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPP30416 Certificate III in Strata Community Management

Modification History

Release 1.

New qualification.

This version first released with CPP Property Services Training Package Version 5.

Qualification Description

This qualification reflects the role of those involved in working in administrative and support roles in the strata community management sector.

In most situations, the individual will work as part of a strata community management team and will assist with the administration of strata communities by facilitating meetings of strata community members, monitoring the condition of building facilities and maintaining financial records associated with the management of strata communities.

Licensing, legislative, regulatory or certification requirements apply to strata community management in some States. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 11 units of competency:
  - 8 core units
  - 3 elective units.

The elective units must ensure the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome and are to be chosen as follows:

- all 3 units may be chosen from the elective units listed below
- up to 1 of the units may be chosen from the Certificate IV in Strata Community

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Management or other Certificate III or Certificate IV qualifications in CPP or another current Training Package or accredited course, provided they do not duplicate the outcome of another unit chosen for the qualification.

Core units

BSBFIA301	Maintain financial records
CPPDSM3009	Maintain workplace safety in the property industry
CPPDSM3011	Monitor building facilities
CPPDSM3016	Work in the property industry
CPPDSM3017	Work in the strata community management sector
CPPDSM3019	Communicate with clients in the property industry
CPPDSM3020	Source and extract information from strata plans
CPPDSM4045	Facilitate meetings in the property industry

Elective units

BSBFLM303	Contribute to effective workplace relationships
BSBSUS201	Participate in environmentally sustainable work practices
CPPDSM3007	Identify risks and opportunities in the property industry
CPPDSM3010	Meet customer needs and expectations in the property industry
CPPDSM3021	Collect and process information relevant to strata communities

Qualification Mapping Information

No equivalent qualification.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPP30519 Certificate III in Technical Security

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is not equivalent to CPP30507 Certificate III in Technical Security. Changed packaging arrangements. New entry requirements.

Qualification Description

This is a qualification for experienced security technicians who sell, install, repair, service and maintain security equipment and systems that protect people and property, and prevent or minimise loss and damage.

Technicians at this level operate independently and use discretion and judgement to plan and implement client requirements for installation, repair, service and maintenance of security equipment and systems. Occupational titles may include:

- access security technician
- electronic security technician
- security equipment installer
- service technician.

Licensing, legislative or certification requirements apply to advising on, supplying, installing, maintaining, monitoring, repairing and servicing security equipment in some states and territories. For further information, check with the relevant regulatory authority.

All cabling work, including telephone, data, fire and security alarm systems cabling, that connects with the telecommunications network must be performed by a registered cabler or under the direct supervision of a registered cabler as required by the Australian Communications Media Authority (ACMA) cabling provider rules. For further information on cabling registration requirements, check with ACMA.

Entry Requirements

- CPP20307 Certificate II in Technical Security, or
- CPP20319 Certificate II in Technical Security
-

Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 14 units of competency

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- 11 core units
- 3 elective units.

An elective unit may be selected from any Training Package, as long as it contributes to a valid, industry-supported vocational outcome and maintains the AQF level of this qualification.

Core Units

CPPCMN3006	Provide effective client service
CPPSEC3035	Recommend technical security requirements to meet client needs
CPPSEC3036	Program and configure security equipment and systems
CPPSEC3037	Test installed security equipment and systems
CPPSEC3038	Commission and decommission security equipment and systems
CPPSEC3039	Diagnose faults in electronic security equipment and systems
CPPSEC3040	Coordinate installation of security equipment and systems
CPPSEC3041	Conduct routine service of security equipment and systems
CPPSEC3053	Implement measures to secure IP networked security equipment and systems
HLTWHS003	Maintain work health and safety
ICTTEN416	Install, configure and test an internet protocol network

Elective Units

BSBFLM306	Provide workplace information and resourcing plans
BSBFLM312	Contribute to team effectiveness
CPPSEC3024	Install advanced technology security equipment and systems
CPPSEC3025	Diagnose faults in advanced technology security equipment and systems
CPPSEC3042	Diagnose faults in video surveillance systems and equipment

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CPPSEC3043	Establish and test electronic monitoring parameters for security equipment and systems
CPPSEC3044	Conduct routine service of electronic locks and locking systems
CPPSEC3045	Assess security equipment and systems to specify required modifications
CPPSEC3046	Develop security system configurations and specifications for client sites
CPPSEC3047	Provide estimate and quote on security system installations
CPPSEC3106	Gather, organise and present security information and documentation

Qualification Mapping Information

Code and title	CPP07 Property Services Training Package	Comments	E/ NE
CPP30519 Certificate III in Technical Security	CPP30507 Certificate III in Technical Security	Supersedes and is not equivalent to CPP30507 Certificate III in Technical Security. Changed packaging arrangements. New entry requirements.	N

Links

An Implementation Guide to this Training Package is available at: - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPP30619 Certificate III in Investigative Services

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPP30607 Certificate III in Investigative Services. Changed packaging arrangements including an increase in the total number of units and changed core and elective requirements. Streaming introduced to align occupational specialisations with industry requirements.

Qualification Description

This is a qualification for investigators, responsible for factual investigation and inquiry work or covert surveillance operations. Investigators operate under limited supervision and use discretion and judgement to search for information about a person's character, actions or work and gather evidence that may be used in court.

Occupational titles may include:

- inquiry agent
- private investigator.

This qualification provides occupational specialisations in factual investigation and surveillance, and a pathway to further learning and work in investigations management.

Investigators undertaking surveillance operations are required to operate a surveillance vehicle in compliance with road and traffic laws.

Legislative, regulatory or certification requirements apply to investigative services in some states and territories. For further information, check with the relevant regulatory authority.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 16 units of competency
  - 5 core units
  - 11 elective units.

Electives are to be chosen as follows:

- all 8 units in Group A plus 3 units from any other group not already selected, or

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- all 7 units in Group B plus 4 units from any other group not already selected
- up to 1 unit may be selected from any Training Package, as long as it contributes to a valid, industry-supported vocational outcome and maintains the AQF level of this qualification.

Core Units

CPPINV3026	Work effectively in investigative services
CPPINV3027	Develop investigation plans
CPPINV3028	Investigate and locate subjects
CPPINV3029	Provide quality investigative services to clients
CPPSEC3124	Prepare and present evidence in court

Elective Units

Group A: Factual Investigation

BSBSMB305	Comply with regulatory, taxation and insurance requirements for the micro business
CPPINV3030	Conduct factual investigations
CPPINV3031	Conduct interviews and take statements to support investigations
CPPINV3032	Develop factual investigation reports
HLTWHS003	Maintain work health and safety
PSPCRT007	Compile and use official notes
PSPREG006	Produce formal record of interview
PSPSEC009	Handle sensitive information

Group B: Surveillance

BSBSMB305	Comply with regulatory, taxation and insurance requirements for the micro business
CPPINV3033	Conduct covert surveillance operations

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CPPINV3034	Organise and operate surveillance vehicles
CPPINV3035	Develop surveillance investigation reports
HLTWHS003	Maintain work health and safety
PSPCRT007	Compile and use official notes
PSPSEC009	Handle sensitive information

Group C: General electives

AVIY3075	Control remote pilot aircraft systems in normal flight
BSBSMB301	Investigate micro business opportunities
BSBSMB401	Establish legal and risk management requirements of small business
BSBSMB404	Undertake small business planning
CPPSEC3101	Manage conflict and security risks using negotiation
FNSMCA303	Serve legal process

•

Qualification Mapping Information

Code and title	CPP07 Property Services Training Package	Comments	E/ NE
CPP30619 Certificate III in Investigative Services	CPP30607 Certificate III in Investigative Services	Supersedes and is equivalent to CPP30607 Certificate III in Investigative Services. Changed packaging arrangements including an increase in the total number of units and changed core and elective requirements. Streaming introduced to align occupational specialisations with industry requirements.	E

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CPP31218 Certificate III in Swimming Pool and Spa Service

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 6.0.

Supersedes and is equivalent to CPP31212

Release 2 This version first released with CPP Property Services Training Package Release 7.0.

Imported unit CPCCWHS2001 - Apply WHS requirements, policies and procedures in the construction industry, supersedes and is equivalent to CPCCOHS2001A Apply OHS requirements, policies and procedures in the construction industry

Qualification Description

This is an entry level qualification that provides the competencies required by swimming pool and spa technicians to routinely maintain swimming pools and spas in domestic, commercial and public settings.

The qualification is suitable for an Australian Apprenticeship pathway.

Occupational titles include:

- Swimming pool and spa maintenance technician.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 18 units of competency:
  - 12 core units
  - 6 elective units.

The elective units must ensure the integrity of the AQF qualification level and contribute to a valid, industry-supported vocational outcome and are to be chosen as follows:

- all six elective units may be chosen from the elective units listed below

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- up to three elective units may be chosen from other Certificate II or Certificate IV qualifications in the CPP Property Services Training Package, or another current Training Package or accredited course provided they do not duplicate the outcome of another unit already chosen for the qualification.

Core units	
BSBWOR301	Organise personal work priorities and development
CPPCMN3005	Complete client documentation
CPPDSM3009	Maintain workplace safety in the property industry
CPPSPS3001	Handle, transport and store swimming pool and spa chemicals safely
CPPSPS3002	Perform basic swimming pool and spa measurements and calculations
CPPSPS3003	Maintain swimming pools and spas
CPPSPS3004	Maintain swimming pool and spa water circulation and filtration systems
CPPSPS3005	Maintain swimming pool and spa dosing systems
CPPSPS3006	Maintain swimming pool and spa cleaning and vacuuming systems
CPPSPS3008	Work in the swimming pool and spa servicing industry
SISCAQU001	Test pool water quality
SISCAQU004	Develop and implement pool water maintenance procedures

Elective Units	
CPCCCM2010B	Work safely at heights
CPCCWHS2001	Apply WHS requirements, policies and procedures in the construction industry
CPPDSM3010	Meet customer needs and expectations in the property industry
CPPSPS3007	Maintain swimming pool and spa heating systems
CPPSPS3009	Maintain swimming pool and spa stock
CPPSPS3010	Sell swimming pool and spa products and services

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CPPSPS3011	Use and maintain business technology related to swimming pool and spa servicing
CPPSPS3012	Access and apply information from swimming pool and spa technical manuals
HLTAID003	Provide first aid

Qualification Mapping Information

CPP Property Services Training Package	**CPP07 Property Services Training Package**	**Comments**	**Equivalency Statement**
CPP31218 Certificate III in Swimming Pool and Spa Service	CPP31212 Certificate III in Swimming Pool and Spa Service	Qualification supersedes and is equivalent to CPP31212.	E

Links

An Implementation Guide to this Training Package is available at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPP31318 Certificate III in Security Operations

Modification History

Release 1 This version first released with CPP Property Services Training Package Version 7.0.

Supersedes and is not equivalent to CPP30411 Certificate III in Security Operations.

Release 2 This version first released with CPP Property Services Training Package Release 8.0.

Imported units updated to current releases.

Qualification Description

This qualification reflects the role of a security officer, responsible for maintaining safety and security by patrolling, protecting and guarding property, and screening entry, monitoring behaviour and removing persons from premises.

Occupational titles could include:

- security officer
- unarmed guard
- crowd controller.

This qualification is suitable for individuals who wish to deepen and broaden their skills and knowledge in security operations and lead security teams in the field. It provides a pathway to further learning and work in various security roles and settings, including security risk management.

Security officers at this level provide leadership in a team environment, operate under limited supervision, and use discretion and judgement in known and unpredictable work contexts. They take responsibility for their own outputs in work and learning, and limited responsibility for the output of others in the work team.

Licensing, legislative, regulatory or certification requirements

Occupational licensing, legislative, regulatory or certification requirements may apply at the time of publication. This qualification does not provide the required competencies for a security officer license. Learners who hold a security license may select units as part of this qualification required for additional license endorsements in;

- Batons and handcuffs
- Canine
- Cash-in-transit
- Control room operations
- Firearms.

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Please refer to the CPP Companion Volume Implementation Guide for information.

Entry Requirements

Must hold a current Security Officers licensing in the relevant jurisdiction.

Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 14 units of competency:
  - 8 core units
  - 6 elective units.

The elective units must ensure the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome and are to be chosen as follows:

- a minimum of 4 elective units must be chosen from the elective units listed below
- up to 2 units may be chosen from the elective units listed below, or elsewhere from the CPP Property Services Training Package or other current Training Packages.

Electives selected from outside this qualification must be relevant to the occupational outcome.

An asterisk against a unit code listed below indicates that there is a prerequisite.

Core units	
BSBFLM312	Contribute to team effectiveness
CPPSEC3101	Manage conflict and security risks through negotiation
CPPSEC3102	Maintain operational safety and security of work environment
CPPSEC3103	Determine and implement response to security risk situation
CPPSEC3104	Coordinate monitoring and control of individual and crowd behaviour
CPPSEC3105	Coordinate provision of quality security services to clients
CPPSEC3106	Gather, organise and present security information and documentation
HLTWHS003	Maintain work health and safety

Elective units

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CHCCCS020	Respond effectively to behaviours of concern
CPPSEC2114	Monitor electronic security equipment and respond to alarm events
CPPSEC3107	Monitor security and coordinate response from control rooms
CPPSEC3108	Store, protect and dispose of security information
CPPSEC3109	Use and maintain security databases and compile reports
CPPSEC3110	Control persons using batons
CPPSEC3111	Restrain persons using handcuffs
CPPSEC3112	Manage training and wellbeing of dogs for security functions
CPPSEC3113	Handle dogs for security patrols
CPPSEC3114 *	Control security risk situations using firearms
CPPSEC3115	Carry, operate and maintain revolvers for security purposes
CPPSEC3116	Carry, operate and maintain semi-automatic pistols for security purposes
CPPSEC3117	Carry, operate and maintain shotguns for security purposes
CPPSEC3118	Inspect and test cash-in-transit security equipment
CPPSEC3119	Implement cash-in-transit security procedures
CPPSEC3120	Load and unload cash-in-transit in secured and unsecured environments
CPPSEC3121	Control persons using empty hand techniques
CPPSEC3122	Plan provision of close protection services
CPPSEC3123	Implement close protection services
CPPSEC3124	Prepare and present evidence in court
CPPSEC3125	Implement security procedures to protect critical infrastructure and public assets
CPPSEC3126	Defend persons using spray
CPPSEC3127	Conduct security screening using x-ray equipment
CPPSEC3128	Conduct security screening using walk-through metal detection equipment

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CPPSEC3129	Conduct security screening using explosive trace detection equipment
CPPSEC3130	Conduct security screening using hand-held metal detectors
CPPSEC3131	Select, use and maintain body armour for security purposes
HLTAID006	Provide advanced first aid
HLTAID007	Provide advanced resuscitation
PMAOMIR210	Control evacuation to muster point
TLIB0002	Carry out vehicle inspection
TLIC1051	Operate commercial vehicle

Qualification Mapping Information

CPP Property Services Training Package	**CPP07 Property Services Training Package**	**Comments**	**Equivalency Statement**
CPP31318 Certificate III in Security Operations	CPP30411 Certificate III in Security Operations	Supersedes and replaces CPP30411 Certificate III in Security Operations	N

Links

An Implementation Guide to this Training Package is available at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPP31418 Certificate III in Close Protection Operations

Modification History

Release 1 This version first released with CPP Property Services Training Package Version 3.

New qualification.

Release 2 This version first released with CPP Property Services Training Package Release 8.0.

Imported units updated to current releases.

Qualification Description

This qualification reflects the role of a close protection operative who is responsible for providing security services to protect the safety and security of principals who may be celebrities, political figures, very important persons (VIPs) or other persons requiring close protection services.

This qualification provides an occupational licence outcome of a close protection operative.

Occupational titles could include:

- close protection operative.

This qualification is suitable for people within or entering the security industry who wish to specialise in the provision of close protection services. It provides a pathway to further learning and work in various security roles and settings, including security risk management.

Close protection operatives work in a team environment under limited supervision and use discretion and judgement in known and unpredictable work contexts. They take responsibility for their own outputs in work and learning, and limited responsibility for the output of others in the work team.

Licensing, legislative, regulatory or certification requirements

Occupational licensing, legislative, regulatory or certification requirements may apply at the time of publication.

Please refer to the CPP Companion Volume Implementation Guide for information.

Entry Requirements

There are no entry requirements for this qualification.

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Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 14 units of competency:
  - 8 core units
  - 6 elective units.

The elective units must ensure the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome and are to be chosen as follows:

- a minimum of 4 elective units must be chosen from the elective units listed below
- up to 2 units may be chosen from the elective units listed below, or elsewhere from the CPP Property Services Training Package or other current Training Packages.

Electives selected from outside this qualification must be relevant to the occupational outcome.

Core units	
CPPSEC3101	Manage conflict and security risks through negotiation
CPPSEC3103	Determine and implement response to security risk situation
CPPSEC3105	Coordinate provision of quality security services to clients
CPPSEC3121	Control persons using empty hand techniques
CPPSEC3122	Plan provision of close protection services
CPPSEC3123	Implement close protection services
HLTAID006	Provide advanced first aid
HLTWHS003	Maintain work health and safety

Elective units	
BSBFLM312	Contribute to team effectiveness
CHCCCS020	Respond effectively to behaviours of concern
CPPSEC3102	Maintain operational safety and security of work environment
CPPSEC3104	Coordinate monitoring and control of individual and crowd behaviour
CPPSEC3106	Gather, organise and present security information and documentation

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CPPSEC3108	Store, protect and dispose of security information
CPPSEC3109	Use and maintain security databases and compile reports
CPPSEC3110	Control persons using batons
CPPSEC3111	Restrain persons using handcuffs
CPPSEC3124	Prepare and present evidence in court
CPPSEC3125	Implement security procedures to protect critical infrastructure and public assets
CPPSEC3126	Defend persons using spray
CPPSEC3131	Select, use and maintain body armour for security purposes
HLTAID007	Provide advanced resuscitation
PMAOMIR210	Control evacuation to muster point
TLIB0002	Carry out vehicle inspection
TLIC1051	Operate commercial vehicle
TLIC3036	Apply safe car driving behaviours

Qualification Mapping Information

CPP Property Services Training Package	**CPP07 Property Services Training Package**	**Comments**	**Equivalency Statement**
CPP31418 Certificate III in Close Protection Operations		New qualification	N

Links

An Implementation Guide to this Training Package is available at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPP31519 Certificate III in Real Estate Practice

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to:

- CPP30211 Certificate III in Property Services (Agency)
- CPP30311 Certificate III in Property Services (Operations).

Qualifications were merged to reduce duplication. Updated to the Standards for Training Packages.

Qualification Description

This qualification reflects the role of administration staff within the real estate sector of the property services industry who apply knowledge of real estate procedures, forms and documents; knowledge of customer service standards and customer expectations; and knowledge of real estate services and technical processes to support real estate agency operational functions.

This qualification applies to administration and support staff working in the real estate sector including residential, commercial, stock and station, auctioneering or buyer's agent operations.

Occupational titles may include:

- Real Estate Agent Office Assistant
- Real Estate Sales Assistant
- Assistant Property Manager
- Marketing and Administration Assistant.

Staff who hold this qualification are commonly engaged with:

- receiving, recording and following up enquiries with vendors or buyers, lessors or tenants, by phone, email and in person
- using forms and documents to assist in preparing contracts for sale or lease, correspondence with vendors, buyers, lessors or tenants
- scheduling and assisting with property inspections
- maintaining data relating to clients and prospects including vendors, buyers, lessors or tenants
- assisting with development of a client base through prospecting activities such as cold calls, door knocking, attendance at open homes
- conducting approved transactions through trust accounts
- receiving and processing payments and maintaining basic financial records

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- applying ethical standards and practices
- conducting basic administration duties including using business technology, preparing documents, maintaining appointment schedules and providing customer service.

Licensing, legislative, regulatory or certification requirements

Legislative, regulatory or certification requirements apply to real estate practices in all states and territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 14 units of competency:
  - 5 core units
  - 9 elective units.

The elective units must ensure the integrity of the Australian Qualifications Framework (AQF) qualification alignment, contribute to a valid, industry-supported vocational outcome and are to be chosen as follows:

- a minimum of 3 elective units must be chosen from the elective units listed below
- up to 4 elective units may be chosen from the elective units listed below or from other current Training Packages provided they do not duplicate the outcome of another unit chosen for the qualification.

Core units

CPPREP3001	Comply with ethical practice in real estate
CPPREP3002	Communicate effectively to support customer service in real estate
CPPREP3003	Access and process property information in real estate
CPPREP4001	Prepare for professional practice in real estate
CPPREP4005	Prepare to work with real estate trust accounts

Elective units

CPPREP3101	Assist in listing and marketing properties for lease
CPPREP3102	Assist in listing and marketing properties for sale

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CPPREP3103	Assist with the sale of properties
CPPREP3104	Assist with maintaining and protecting condition of managed properties
CPPREP3105	Assist with property inspection
BSBDIV301	Work effectively with diversity
BSBFIA304	Maintain a general ledger
BSBITU309	Produce desktop published documents
BSBWHS302	Apply knowledge of WHS legislation in the workplace
BSBWOR301	Organise personal work priorities and development
SIRXCEG003	Build customer relationships and loyalty
SIRXCOM002	Work effectively in a team

Qualification Mapping Information

CPP Property Services Training Package Release 8.0	**CPP07 Property Services Training Package**	**Comments**	**Equivalency statement**
CPP31519 Certificate III in Real Estate Practice	CPP30211 Certificate III in Property Services (Agency) CPP30311 Certificate III in Property Services (Operations)	Supersedes and is equivalent to CPP30211 Certificate III in Property Services (Agency) and is also equivalent to CPP30311 Certificate III in Property Services (Operations). Qualifications were merged to reduce duplication. Updated to the Standards for Training Packages.	E

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Links

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CPP40115 Certificate IV in Building Design Drafting

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 1.0.

New qualification.

Release 2 This version first released with CPP Property Services Training Package Release 4.1.

Imported unit CPCCWHS1001 Prepare to work safely in the construction industry supersedes and is equivalent to CPCCOHS1001A Work safely in the construction industry.

Release 3 This version first released with CPP Property Services Training Package Release 7.0.

Imported unit CPCCWHS2001 - Apply WHS requirements, policies and procedures in the construction industry, supersedes and is equivalent to CPCCOHS2001A Apply OHS requirements, policies and procedures in the construction industry.

Release 4 This version first released with CPP Property Services Training Package Release 8.0.

Imported unit MSFID4014 Produce digital models and documentation for interior design projects supersedes and is equivalent to MSFID5014 Use CAD applications to complete models and documentation for interior design projects

Qualification Description

This qualification provides building design drafters with the competencies required to support building designers and architects. The building design drafter may work on a wide range of building design projects, including high rise commercial projects, but always under the supervision and instruction of an appropriately licensed or accredited architect or building designer.

The role of the drafter includes using building information modelling (BIM)-capable current industry standard building design software to produce drawings and documentation required by clients and stakeholders, and for the planning and building authorisation processes. It also involves researching and applying relevant information, including drawings and reports from other construction professionals and compliance requirements relevant to specific projects. The drafter also provides administrative support to the design team, including data collection and storage, and file management.

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Licensing, legislative, regulatory or certification requirements

Licensing, legislative, regulatory or certification requirements apply to building design drafting in some states. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 15 units of competency:
  - 9 core units
  - 6 elective units.

The elective units must ensure the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome and are to be chosen as follows:

- all 6 may be chosen from the elective units listed below
- up to 2 units may be chosen from other Certificate IV or Diploma qualifications in CPP07, or another current Training Package or accredited course, provided they do not duplicate the outcome of another unit chosen for the qualification.

Core units

CPPBDN4001	Research and evaluate construction materials and methods for building design projects
CPPBDN4002	Research and apply compliance requirements to technical construction documentation
CPPBDN4003	Collect, apply and store building design project information
CPPBDN4004	Set up BIM-capable software and files for building design drafting projects
CPPBDN4005	Review and report structural integrity of building designs
CPPBDN4006	Import and transpose information from external sources into digital building design drawings

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CPPBDN4007	Store and retrieve building design documentation
CPPBDN4008	Produce digital building design concept drawings
CPPBDN5017A	Produce 2-D building design drawings using CAD software

Elective units

CPCCWHS1001	Prepare to work safely in the construction industry
CPCCWHS2001	Apply WHS requirements, policies and procedures in the construction industry
CPPBDN4009	Analyse building design drawings and review findings
CPPBDN4010	Prepare documentation for planning approval
CPPBDN4011	Prepare documentation for building approval
CPPBDN4012	Provide support to project building designers
CPPBDN4013	Produce construction detail drawings
CPPBDN5007A	Inspect and analyse sites and produce measured drawings for small-scale building design projects
MSFID4014	Produce digital models and documentation for interior design projects

Qualification Mapping Information

No equivalent qualification.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPP40216 Certificate IV in Surveying

Modification History

Release 1.

Replaces superseded equivalent CPP40112 Certificate IV in Surveying.

This version first released with CPP Property Services Training Package Version 3.

Qualification Description

This qualification reflects the role of surveying technicians who work under supervision to support a surveying team. They perform a range of duties using surveying tools and equipment, including total stations and global navigation satellite systems (GNSS).

Licensing, legislative, regulatory or certification requirements apply in some States where cadastral and mining surveying must be undertaken under the supervision of a registered surveyor. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

This qualification is suitable for an Australian apprenticeship pathway.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 14 units of competency:
  - 6 core units
  - 8 elective units.

The elective units must ensure the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome and are to be chosen as follows:

- all 8 units may be chosen from the elective units listed below
- up to 2 units may be chosen from other Certificate III, Certificate IV or Diploma qualifications in CPP, or another current Training Package or accredited course,

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provided they do not duplicate the outcome of another unit chosen for the qualification.

Core units

CPPSIS4025	Collect spatial data using GNSS
CPPSIS4027	Organise surveying field services
CPPSIS4031	Perform surveying computations
CPPSIS4037	Produce computer-aided drawings
CPPSIS4040	Collect spatial data using terrestrial technologies
CPPSIS4041	Set out site and building works

Elective units

CPPCMN4002	Implement and monitor environmentally sustainable work practices
CPPCMN4003	Establish, develop and monitor teams
CPPSIS4022	Store and retrieve spatial data
CPPSIS4026	Digitally enhance and process image data
CPPSIS4030	Operate surveying equipment
CPPSIS4032	Conduct field surveying operations
CPPSIS4036	Operate spatial software applications
CPPSIS4038	Prepare and present GIS data
CPPSIS4039	Design and produce maps
CPPSIS5060	Develop spreadsheets for spatial data

Qualification Mapping Information

CPP40112 Certificate IV in Surveying

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Links

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CPP40316 Certificate IV in Spatial Information Services

Modification History

Version	Comment
1	Replaces superseded equivalent CPP40212 Certificate IV in Spatial Information Services. This version first released with CPP Property Services Training Package Version 3.
2	Update superseded imported elective unit CUVACD301A Produce drawings to communicate ideas to equivalent unit CUAACD301 Produce drawings to communicate ideas. This version first released with CPP Property Services Training Package Version 4.2.

Qualification Description

This qualification reflects the role of geographic information system (GIS) technicians who work under supervision to support a spatial information services team. They perform a range of duties using various geospatial technologies, including global navigation satellite system (GNSS) and specialised geospatial software.

No licensing, legislative, regulatory, or certification requirements apply to this qualification at the time of endorsement.

This qualification is suitable for an Australian apprenticeship pathway.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 15 units of competency:
  - 7 core units
  - 8 elective units.

The elective units must ensure the integrity of the AQF alignment and contribute to a valid,

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industry-supported vocational outcome and are to be chosen as follows:

- all 8 units may be chosen from the elective units listed below
- up to 2 units may be chosen from other Certificate III, Certificate IV or Diploma qualifications in CPP, or another current Training Package or accredited course, provided they do not duplicate the outcome of another unit chosen for the qualification.

Core units

CPPSIS4022	Store and retrieve spatial data
CPPSIS4024	Source and assess spatial data
CPPSIS4025	Collect spatial data using GNSS
CPPSIS4034	Maintain spatial data
CPPSIS4035	Apply GIS software to solve spatial data problems
CPPSIS4038	Prepare and present GIS data
CPPSIS5035	Obtain and validate spatial data

Elective units

CPPCMN4002	Implement and monitor environmentally sustainable work practices
CPPCMN4003	Establish, develop and monitor teams
CPPSIS4026	Digitally enhance and process image data
CPPSIS4027	Organise surveying field services
CPPSIS4036	Operate spatial software applications
CPPSIS4037	Produce computer-aided drawings
CPPSIS4039	Design and produce maps
CPPSIS4040	Collect spatial data using terrestrial technologies
CPPSIS4041	Set out site and building works
CUAACD301	Produce drawings to communicate ideas
ICTDBS502	Design a database

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ICTICT302	Install and optimise operating system software
ICTWEB401	Design a website to meet technical requirements
ICTWEB411	Produce basic client-side script for dynamic web pages
ICTWEB429	Create a markup language document to specification

Qualification Mapping Information

CPP40212 Certificate IV in Spatial Information Services

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

Links

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CPP40416 Certificate IV in Cleaning Management

Modification History

Release 1.

Replaces superseded equivalent CPP41011 Certificate IV in Cleaning Management.

This version first released with CPP Property Services Training Package Version 4.

Qualification Description

This qualification reflects the role of cleaning industry personnel who use well developed skills and a broad knowledge base in a wide variety of cleaning management contexts. They may be responsible for wide-ranging operational cleaning management activity and for managing staff, providing quotations, planning and overseeing work, and providing customer support.

No licensing, legislative, regulatory, or certification requirements apply to this qualification at the time of endorsement.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 14 units of competency:
  - 7 core units
  - 7 elective units.

The elective units must ensure the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome and are to be chosen as follows:

- all 7 units may be chosen from the elective units listed below
- up to 3 units may be chosen from Certificate IV qualifications in BSB Business Services Training Package
- up to 3 units may be chosen from other Certificate IV or Diploma qualifications in CPP or another current Training Package or accredited course, provided they do not duplicate the outcome of another unit chosen for the qualification.

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Core units

CPPCLO4001	Induct cleaning staff
CPPCLO4022	Schedule and monitor cleaning tasks
CPPCLO4024	Manage the supply of cleaning stores to the work site
CPPCMN4003	Establish, develop and monitor teams
CPPCMN4004	Develop and manage client relations
CPPCMN4007	Manage workplace safety arrangements
BSBRSK501	Manage risk

Elective units

CPPCLO3005	Confirm and apply privacy and security requirements for cleaning work
CPPCLO3029	Inspect sites prior to carpet cleaning
CPPCLO3030	Develop a plan to mitigate water damage and restore carpets
CPPCLO4002	Develop, implement and monitor new cleaning techniques
CPPCLO4003	Manage cleaning equipment maintenance and supply
CPPCLO4025	Provide quotation for cleaning services
CPPCMN4001	Develop workplace policies and procedures for sustainability
CPPCMN4002	Implement and monitor environmentally sustainable work practices
HLTINF003	Implement and monitor infection prevention and control policies and procedures

Qualification Mapping Information

CPP41011 Certificate IV in Cleaning Management

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPP40516 Certificate IV in Strata Community Management

Modification History

Version	Comment
1	New qualification. This version first released with CPP Property Services Training Package Version 4.
2	Update to superseded imported equivalent elective unit BSBSUS301 to BSBSUS401. This version first released with CPP Property Services Training Package Version 4.2.

Qualification Description

This qualification reflects the role of those involved in providing management services for strata communities.

In most situations, the individual will work independently but may operate as part of a strata community management team. In this role, the person will perform all functions associated with the administration of strata communities, including facilitating meetings of strata community members, administering insurance for strata communities, handling strata community funds, as well as maintaining business records and reporting on the financial activities of strata communities.

Licensing, legislative, regulatory or certification requirements apply to strata community management in some States. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 18 units of competency:
  - 13 core units
  - 5 elective units.

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The elective units must ensure the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome and are to be chosen as follows:

- a minimum of two elective units must be chosen from the Group A Specialist elective units listed below
- the remaining 3 elective units may be chosen as follows:
- up to 3 units from both Group A Specialist elective units and Group B Common elective units
- up to 2 units from the Certificate III in Strata Community Management, the Diploma of Strata Community Management, or from other Certificate IV or Diploma qualification in CPP or another current endorsed Training Package or accredited course, provided they do not duplicate the outcome of another unit chosen for the qualification.

Core units

BSBFIA402	Report on financial activity
BSBRKG304	Maintain business records
CPPCMN4008	Read plans, drawings and specifications for residential buildings
CPPDSM3016	Work in the property industry
CPPDSM3017	Work in the strata community management sector
CPPDSM3019	Communicate with clients in the property industry
CPPDSM4009	Interpret legislation to complete work in the property industry
CPPDSM4044	Coordinate maintenance and repair of properties and facilities
CPPDSM4045	Facilitate meetings in the property industry
CPPDSM4056	Manage conflicts and disputes in the property industry
CPPDSM4057	Monitor a safe workplace in the property industry
CPPDSM4084	Administer insurance for strata communities
CPPDSM4085	Handle strata community funds held on trust

Elective units

Group A Specialist elective units

CPPCMN4009	Develop team understanding of and commitment to sustainability
CPPCMN4012A	Contribute to sustainable solutions throughout building life cycle

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CPPCMN4013B	Operate a sustainable business
CPPDSM4020	Present at tribunals
CPPDSM4026	Analyse property and facility information
CPPDSM4027	Analyse resource use in building operations
CPPDSM4028	Identify and analyse risks and opportunities in the property industry
CPPDSM4031	Arrange lease of space
CPPDSM4034	Negotiate and implement strata community management agreement
CPPDSM4040	Contribute to asset life cycle maintenance strategy
CPPDSM4042	Coordinate construction contract
CPPDSM4047	Implement and monitor procurement process
CPPDSM4048	Implement customer service strategies in the property industry
CPPDSM4055	Maintain asset management system
CPPDSM4063	Participate in developing and establishing property or facility contracts
CPPDSM4066	Plan and coordinate property and facility inspection
CPPDSM4071	Promote process improvement in the property industry
CPPDSM4072	Provide leadership in the property industry
CPPDSM4074	Select and appoint contractors in the property industry
CPPDSM4082	Monitor service requirements of owners and occupiers in strata communities
CPPDSM4083	Terminate strata community
CPPDSM4086	Oversee preparation of strata community budgets

Group B Common elective units

BSBADM409	Coordinate business resources
BSBCMM401	Make a presentation
BSBHRM405	Support the recruitment, selection and induction of staff
BSBITS401	Maintain business technology

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BSBLED401	Develop teams and individuals
BSBMGT402	Implement operational plan
BSBREL401	Establish networks
BSBSMB402	Plan small business finances
BSBSMB404	Undertake small business planning
BSBSUS401	Implement and monitor environmentally sustainable work practices
CPPDSM4087	Facilitate operation of owners committee

Qualification Mapping Information

No equivalent qualification.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPP40719 Certificate IV in Security Management

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPP40707 Certificate IV in Security and Risk Management. Changed packaging arrangements including reduction in total number of units and changed core and elective requirements. Streaming introduced to align occupational specialisations with industry requirements.

Qualification Description

This qualification is for security supervisors and security business managers who may engage in sub-contracting arrangements for personnel and clients. Security supervisors lead teams to coordinate and implement a range of security operations and functions such as control room, monitoring centre, electronic security and guarding. Security business managers coordinate security manpower and services to clients while operating under complex regulatory and contracting arrangements.

Occupational titles may include:

- control room manager
- event security supervisor
- monitoring centre manager
- security business manager
- security operations supervisor
- technical security manager.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 12 units of competency
  - 4 core units
  - 8 elective units.

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Electives are to be chosen as follows:

- all units within Group A or all units within Group B
- up to 4 units within Groups A, B or C not already selected
- an elective unit may be selected from Group D or from any training package, as long as it contributes to a valid, industry-supported vocational outcome and maintains the AQF level of this qualification.

Core Units

CPPSEC4001	Manage work health and safety in the security work environment
CPPSEC4003	Assess and advise on client security needs
CPPSEC4005	Facilitate security operations briefing and debriefing processes
CPPSEC4022	Establish and implement ethics and governance arrangements for security businesses

Elective Units

Group A: Business Management

BSBADM409	Coordinate business resources
BSBHRM405	Support the recruitment, selection and induction of staff
BSBSMB401	Establish legal and risk management requirements of small business
CPPSEC4023	Implement contracting arrangements for security businesses

Group B: Supervision

BSBLDR402	Lead effective workplace relationships
BSBLDR403	Lead team effectiveness
BSBWOR404	Develop work priorities
CPPSEC4004	Supervise security operations

Group C: Specialist

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CPPINV4013	Undertake case management of investigations
CPPSEC4008	Assess and prepare security tender submissions
CPPSEC4009	Interpret electronic information from advanced technology security systems
CPPSEC4010	Manage monitoring centre operations
CPPSEC4011	Manage field staff activity and incident response from control room
CPPSEC4014	Commission and decommission networked security systems
CPPSEC4015	Maintain networked security systems
CPPSEC4016	Install networked security systems
CPPSEC4017	Design security system configurations and specifications
CPPSEC4018	Program and configure networked security systems
CPPSEC4019	Diagnose faults in networked security systems
CPPSEC4020	Advise on advanced technology security systems to meet client needs
CPPSEC4021	Develop standard operating procedures for advanced technology security systems

Group D: General

BSBCUS401	Coordinate implementation of customer service strategies
BSBFIA412	Report on financial activity
BSBINN301	Promote innovation in a team environment
BSBITS411	Maintain and implement digital technology
BSBMGT403	Implement continuous improvement
BSBSMB402	Plan small business finances
BSBWOR404	Develop work priorities
BSBWRK411	Support employee and industrial relations procedures
PSPREG017	Undertake compliance audits

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Qualification Mapping Information

Code and title	CPP07 Property Services Training Package	Comments	E/ NE
CPP40719 Certificate IV in Security Management	CPP40707 Certificate IV in Security and Risk Management	Supersedes and is equivalent to CPP40707 Certificate IV in Security and Risk Management. Changed packaging arrangements including reduction in total number of units and changed core and elective requirements. Streaming introduced to align occupational specialisations with industry requirements.	E

Links

An Implementation Guide to this Training Package is available at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPP41119 Certificate IV in Home Energy Efficiency and Sustainability

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

CPP41119 Certificate IV in Home Energy Efficiency and Sustainability supersedes and is equivalent to:

- CPP41110 Certificate IV in Home Sustainability Assessment
- CPP41212 Certificate IV in NatHERS Assessment.

Qualification Description

This is a qualification for thermal performance assessors and home sustainability assessors.

Thermal performance assessors operate under the Nationwide House Energy Rating Scheme (NatHERS) to rate the energy efficiency of a home based on its design. They use government approved software and information obtained from residential building plans and drawings to model potential consumption of energy for heating and cooling purposes and assess and certify the thermal performance of homes based on a ten-star rating system.

Home sustainability assessors provide advice to homeowners seeking to improve the efficiency, cost to run, sustainability and comfort needs of their household. They conduct on-site assessments of residences and advise on opportunities to improve comfort and to save on energy and water costs, and ways to live more sustainably in a residential environment.

Licensing requirements apply to thermal performance assessments in some states and territories. For further information, check with the relevant regulatory authority.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 15 units of competency:
  - 4 core units
  - 11 elective units.

Elective units can be selected to provide specialisations in thermal performance assessment or home sustainability assessment, or both.

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For the award of the *CPP41119 Certificate IV in Home Energy Efficiency and Sustainability (Thermal Performance Assessment)* electives are to be selected as follows:

- all 4 units from Group A
- up to 7 units from Group B and/or Group C
- 1 unit may be selected from any current training package or accredited course as long as it contributes to a valid, industry-supported vocational outcome and maintains the AQF level of this qualification.

For the award of the *CPP41119 Certificate IV in Home Energy Efficiency and Sustainability (Home Sustainability Assessment)* electives are to be selected as follows:

- all 4 units from Group B
- up to 7 units from Group A and/or Group C
- 1 unit may be selected from any current training package or accredited course as long as it contributes to a valid, industry-supported vocational outcome and maintains the AQF level of this qualification.

For the award of the *CPP41119 Certificate IV in Home Energy Efficiency and Sustainability (HSA and Thermal Performance Assessment)* electives are to be selected as follows:

- all 4 units from Group A
- all 4 units from Group B
- up to 3 units from Group C
- 1 unit may be selected from any current training package or accredited course as long as it contributes to a valid, industry-supported vocational outcome and maintains the AQF level of this qualification.

Prerequisite units

Units with asterisks have these prerequisites.

* CPPCMN4008	Read plans, drawings and specifications for residential buildings
* CPPHES4003	Operate and maintain computer system to support thermal performance assessments
** CPPHES4004	Conduct thermal performance assessment of residential buildings.

Core Units

BSBRSK401	Identify risk and apply risk management processes
CPPCOM4001	Manage own work, professional development and ethical behaviour
CPPHES4001	Research and assess impact of building elements on thermal performance of residential buildings

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CPPHES4002	Advise clients on thermal performance of residential buildings

Electives

Group A: Thermal Performance Assessment Electives

CPPCMN4008	Read plans, drawings and specifications for residential buildings
CPPHES4003	Operate and maintain computer system to support thermal performance assessments
CPPHES4004*	Conduct thermal performance assessment of residential buildings
CPPHES5001**	Conduct thermal performance assessment of complex residential buildings

Group B: Home Sustainability Assessment Electives

CPPCOM4002	Implement safe work practices in the property industry
CPPHES4005	Assess household energy use and efficiency improvements
CPPHES4006	Assess household water use and efficiency improvements
CPPHES4007	Assess thermal performance of existing residential buildings

Group C: Additional Electives

BSBAUD402	Participate in a quality audit
BSBAUD501	Initiate a quality audit
BSBAUD503	Lead a quality audit
BSBAUD504	Report on a quality audit
BSBCUS402	Address customer needs
BSBSMB305	Comply with regulatory, taxation and insurance requirements for the micro business
BSBSMB401	Establish legal and risk management requirements of small business
BSBSMB405	Monitor and manage small business operations

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BSBSUS401	Implement and monitor environmentally sustainable work practices
BSBSUS406	Identify and apply sustainability rating tools
BSBWRT401	Write complex documents
CPCCBC4014A	Prepare simple building sketches and drawings
CPCCSV5011A	Apply building codes and standards to residential buildings
CPCCWHS1001	Prepare to work safely in the construction industry
CPPCMN3004	Respond to enquiries and complaints
CPPCMN4012A	Contribute to sustainable solutions throughout a building's life cycle
CPPHES4008	Assess household waste generation and waste management improvements
CPPHES4009	Promote the adoption of home sustainability practices

Qualification Mapping Information

CPP Property Services Training Package	CPP07 Property Services Training Package	Comments	E/ NE
CPP41119 Certificate IV in Home Energy Efficiency and Sustainability	CPP41110 Certificate IV in Home Sustainability Assessment CPP41212 Certificate IV in NatHERS Assessment	Two qualifications have been combined into one with specialisation streams in 'thermal performance assessment' and 'home sustainability assessment' to meet occupational requirements The redeveloped qualification supersedes and is equivalent to CPP41110 and CPP41212	E

Links

An Implementation Guide to this Training Package is available at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPP41319 Certificate IV in Swimming Pool and Spa Service

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPP41312 Certificate IV in Swimming Pool and Spa Service.

Qualification Description

This is a qualification for people working in the swimming pool and spa service sector. It applies to technicians in the field who apply analytic and problem-solving skills to treat water quality problems, as well as install, service and repair the key systems and components of domestic, commercial and public swimming pools and spas.

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

Entry Requirements

Candidates are required to hold the CPP31218 Certificate III in Swimming Pool and Spa Service or CPP31212 Certificate III in Swimming Pool and Spa Service

Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 20 units of competency
  - 8 core units
  - 12 elective units.

Electives are to be selected as follows:

- a minimum of 10 elective units must be selected from the electives listed below
- up to 2 elective units may be selected from those listed below or from any currently endorsed training package or accredited course provided they do not duplicate the outcome of another unit chosen for the qualification.

An asterisk against a unit code below indicates that there is a prerequisite requirement that must be met. This prerequisite unit must be assessed before assessment of any unit of competency with an asterisk. Check the unit of competency for information on specific prerequisite requirement. All prerequisite requirements are packaged in the qualification.

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Core Units

BSBRSK401	Identify risk and apply risk management processes
CPPSPS4001	Assess and treat water problems in swimming pools and spas
CPPSPS4002	Install and repair swimming pool and spa circulation and filtration systems
CPPSPS4003	Install and repair swimming pool and spa dosing systems
CPPSPS4004	Install and repair swimming pool and spa cleaning and vacuuming systems
CPPSPS4005	Install, service and repair swimming pool and spa heating systems
CPPSPS4007	Inspect, service and repair aquatic facility plant and equipment
CPPSPS4013	Establish maintenance plans for swimming pools and spas

Elective Units

BSBCUE302	Deploy customer service field staff
BSBCUE304	Provide sales solutions to customers
BSBCUE309	Develop product and service knowledge for customer engagement operation
BSBCUS402	Address customer needs
BSBLDR402	Lead effective workplace relationships
BSBSMB401	Establish legal and risk management requirements of small business
BSBSMB403	Market the small business
BSBSMB407	Manage a small team
BSBSMB417	Recruit staff
BSBSMB420	Evaluate and develop small business operations
BSBSMB421	Manage small business finances
BSBSUS401	Implement and monitor environmentally sustainable work practices

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CPCCCM2010B*	Work safely at heights
CPPCMN3004	Respond to enquiries and complaints
CPPCOM4001	Manage own work, professional development and ethical behaviour
CPCCWHS2001	Apply WHS requirements, policies and procedures in the construction industry
CPPSPS4006	Install, service and repair low voltage swimming pool and spa lighting systems
CPPSPS4008	Install, service and repair spas
CPPSPS4009	Estimate cost of swimming pool and spa products and services
CPPSPS4012	Design, install and service automated systems for swimming pools and spas
CPPSPS4014	Drain and acid wash swimming pools and spas
CPPSPS4016	Advise on swimming pool and spa products and services
CPPSPS4017	Detect leaks in swimming pools and spas
HLTAID003	Apply first aid
RIIWHS202D	Enter and work in confined spaces
SIRRINV002	Control stock
SISCAQU001	Test pool water quality
SISCAQU003	Maintain aquatic facility plant and equipment
SISCAQU004	Develop and implement pool water maintenance procedures
SISCAQU005	Develop and implement aquatic facility maintenance procedures
SISCAQU014	Operate self-contained breathing apparatus in an aquatic facility
SISXEMR001	Respond to emergency situations
SISXEMR002	Coordinate emergency response
SISXRSK301A	Undertake risk analysis of activities
SISXWHS101	Follow work health and safety policies

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Qualification Mapping Information

CPP Property Services Training Package Release 9.0	**CPP07 Property Services Training Package**	**Comments**	**E/ NE**
CPP41319 Certificate IV in Swimming Pool and Spa Service	CPP41312 Certificate IV in Swimming Pool and Spa Service	Supersedes and is equivalent to CPP41312 Certificate IV in Swimming Pool and Spa Service. Changed packaging arrangements - core decreased by 4 to 8 units and electives increased from 8 to 12 units. Additional imported units included in elective bank.	E

Links

An Implementation Guide to this Training Package is available at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPP41419 Certificate IV in Real Estate Practice

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is not equivalent to:

- CPP40307 Certificate IV in Property Services (Real Estate)
- CPP40407 Certificate IV in Property Services (Stock and Station Agency)
- CPP40507 Certificate IV in Property Services (Business Broking)
- CPP40611 Certificate IV in Property Services (Operations).

Qualifications were merged to reduce duplication and to provide clearer alignment with licensing outcomes.

Qualification Description

This qualification reflects the role of real estate professionals who apply knowledge of real estate practice legal agency and compliance requirements, ethical standards and consumer preferences to conduct real estate functions.

This qualification applies to people working in both residential and commercial property, including business broking, and stock and station transactions.

Occupational titles may include:

- Auctioneer
- Stock and Station Agent
- Business Broker, Business Agent, Franchise Broker
- Property Manager, Body Corporate Manager
- Real Estate Agent
- Real Estate Representative, Real Estate Salesperson, Real Estate Sub-agent, Property Portfolio Officer, Buyer's Agent.

Staff who hold this qualification are commonly engaged with:

- analysing data, industry intelligence and leads to identify prospects
- developing, building and maintaining relationships with lessors, tenants, vendors and buyers
- providing advice to lessors, tenants, vendors and buyers on the sale, purchase or lease of commercial, residential, stock and station, and property real estate
- implementing systems, forms and documents to ensure real estate agency transactions are compliant with regulatory requirements; managing risk to agency and agent, and demonstrating high standards of ethical practice

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- transacting, accessing, and preserving the integrity of trust accounts to minimise customer and agency risk
- establishing, maintaining, executing and concluding contracts with lessors, tenants, vendors and buyers, including by auction
- building and promoting the agency and individual brands.

Licensing, legislative, regulatory or certification requirements

Licensing, legislative, regulatory or certification requirements apply to real estate practices in all states and territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Note: Occupational licensing outcomes are associated with some of the specialisations packaged in this qualification. The units packaged in the specialisations of this qualification have also been developed as Skill Sets: please note that not all Skill Sets are associated with licensing outcomes.

Code	Title
CPPSS00065	Residential Property Sales
CPPSS00066	Residential Property Management
CPPSS00067	Property Management Business Development
CPPSS00068	Auctioneering
CPPSS00069	Buyer's Agent
CPPSS00070	Onsite Property Management
CPPSS00071	Commercial Sales and Leasing
CPPSS00072	Commercial and Property Management
CPPSS00073	Business Broking
CPPSS00074	Stock and Station, Stock
CPPSS00075	Stock and Station, Station
CPPSS00076	Administration Management/Office Support

Entry Requirements

There are no entry requirements for this qualification.

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Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 18 units of competency:
  - 5 core units
  - 13 elective units.

The elective units must ensure the integrity of the Australian Qualifications Framework (AQF) qualification alignment, contribute to a valid, industry-supported vocational outcome and are to be chosen as follows:

- all the elective units in any two elective groups from Groups A–L listed below must be chosen
- the remaining elective units may be chosen from the general elective units listed below or the CPP Property Services Training Package.

Core units

CPPREP4001	Prepare for professional practice in real estate
CPPREP4002	Access and interpret ethical practice in real estate
CPPREP4003	Access and interpret legislation in real estate
CPPREP4004	Establish marketing and communication profiles in real estate
CPPREP4005	Prepare to work with real estate trust accounts

Elective units

Group A - Residential Property Sales

CPPREP4101	Appraise property for sale or lease
CPPREP4102	Market property
CPPREP4103	Establish vendor relationships
CPPREP4104	Establish buyer relationships
CPPREP4105	Sell property

Group B - Residential Property Management

CPPREP4101	Appraise property for sale or lease
CPPREP4102	Market property
CPPREP4121	Establish landlord relationships

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CPPREP4122 Manage tenant relationships

CPPREP4123 Manage tenancy

CPPREP4124 End tenancy

CPPREP4125 Transact in trust accounts

Group C - Property Management Business Development

CPPREP4101 Appraise property for sale or lease

CPPREP4141 Establish and maintain property management portfolio

CPPREP4142 Promote property management products and services

Group D - Auctioneering

CPPREP4161 Undertake pre-auction processes

CPPREP4162 Conduct and complete sale by auction

CPPREP4163 Complete post-auction process and contract execution

Group E - Buyer's Agent

CPPREP4101 Appraise property for sale or lease

CPPREP4171 Represent buyer in sales process

CPPREP4172 Develop and promote property industry knowledge - buyer's agent

CPPREP4173 Complete purchase of property as buyer's agent

Group F - Onsite Property Manager

CPPREP4181 Manage onsite residential property

Group G - Commercial Sales and Leasing

CPPREP4102 Market property

CPPREP4201 Appraise commercial property

CPPREP4202 Establish and maintain vendor and lessor relationships and networks

CPPREP4203 Complete commercial property sale

CPPREP4204 Establish commercial property lease

CPPREP5201 Develop and maintain commercial property market intelligence

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Group H - Commercial and Property Management

CPPREP4231	Manage commercial property maintenance
CPPREP4232	Manage commercial property financial reports
CPPREP4233	Manage lessee relationships - commercial
CPPREP4234	Manage lessor relationships - commercial
CPPREP4235	End commercial property lease

Group I - Business Broking

CPPREP4261	Appraise business for sale
CPPREP4262	Establish vendor relationships in business broking
CPPREP4263	Manage buyer relationships in business broking
CPPREP4264	Manage the sales process in business broking

Group J - Stock and Station, Stock

CPPREP4301	Confirm and market livestock for sale
CPPREP4302	Prepare livestock for sale
CPPREP4303	Establish vendor and buyer relationships in livestock sale
CPPREP4304	Complete the sales process - livestock

Group K - Stock and Station, Station

CPPREP4101	Appraise property for sale or lease
CPPREP4102	Market property
CPPREP4103	Establish vendor relationships
CPPREP4104	Establish buyer relationships
CPPREP4105	Sell property
CPPREP4123	Manage tenancy
CPPREP4125	Transact in trust accounts
CPPREP5311	Develop and maintain rural property market knowledge and intelligence

Group L - Administration Management/Office Support

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BSBHRM405	Support the recruitment, selection and induction of staff
SIRXMGT001	Supervise and support frontline team members

General Elective Units

BSBDIV301	Work effectively with diversity
CPPREP4501	Prepare to complete the sales process - off the plan properties
CPPREP4502	Support providers of social and community housing
CPPREP4503	Present at hearings in real estate
CPPREP4504	Deliver presentations to clients in real estate
CPPREP4505	Value goods, chattels, plant and equipment
CPPREP4506	Manage offsite and lone worker safety in real estate
CPPREP4507	Provide property sustainability information in real estate
CPPREP4508	Conduct livestock auction
CPPREP4509	Auction goods, chattels or equipment
CPPREP4510	Manage short-term or holiday letting

Qualification Mapping Information

CPP Property Services Training Package Release 8.0	CPP07 Property Services Training Package	Comments	Equivalency statement
CPP41419 Certificate IV in Real Estate Practice.	• CPP40307 Certificate IV in Property Services (Real Estate) • CPP40407 Certificate IV in Property Services (Stock and Station Agency) • CPP40507 Certificate IV in Property Services (Business Broking) • CPP40611 Certificate IV in Property Services	Supersedes and is not equivalent to: • CPP40307 Certificate IV in Property Services (Real Estate) • CPP40407 Certificate IV in Property Services (Stock and Station Agency) • CPP40507 Certificate IV in Property	N

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	(Operations)	Services (Business Broking) • CPP40611 Certificate IV in Property Services (Operations). Qualifications were merged to reduce duplication and to provide clearer alignment with licensing outcomes.	

Links

An Implementation Guide to this Training Package is available at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPP41519 Certificate IV in Security Risk Analysis

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

New qualification

Qualification Description

This qualification is for security risk analysts who apply technical security and operations expertise in a risk management environment. Security risk analysts understand the current threat environment and assess risk and advise clients on strategies to ensure the protection of electronic security systems and people and property in crowded places, as defined by *Australia's Strategy for Protecting Crowded Places from Terrorism (2017)*.

Occupational titles may include:

- event security manager
- security risk adviser
- security risk analyst.

This qualification provides occupational specialisations in electronic security and crowded places, and a pathway to further learning and work in security risk management.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 12 units of competency
  - 5 core units
  - 7 elective units.

Electives are to be chosen as follows:

- all 3 units within Group A or all 3 units within Group B
- up to 4 units within Groups A, B or C not already selected
- up to 2 units may be selected from Group D

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- an elective unit may be selected from any Training Package, as long as it contributes to a valid, industry-supported vocational outcome and maintains the AQF level of this qualification.

Core Units

CPPSEC4003	Assess and advise on client security needs
CPPSEC4006	Conduct security risk assessment of client operations
CPPSEC4007	Identify security threats and assess impact on client operations
CPPSEC4012	Assess security vulnerabilities of assets
CPPSEC4022	Establish and implement ethics and governance arrangements for security businesses

Elective Units

Group A: Security Technology and Systems

CPPSEC4009	Interpret electronic information from advanced technology security systems
CPPSEC4020	Advise on advanced technology security systems to meet client needs
CPPSEC4021	Develop standard operating procedures for advanced technology security systems

Group B: Crowded Places

CPPSEC4024	Assess security of crowded places
CPPSEC4025	Advise on operational requirements to maintain crowded place security
PSPSEC015	Communicate security awareness

Group C: Specialist

CPPINV4013	Undertake case management of investigations
CPPSEC3125	Implement security procedures to protect critical infrastructure and public assets

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CPPSEC4008	Assess and prepare security tender submissions
CPPSEC4014	Commission and decommission networked security systems
CPPSEC4015	Maintain networked security systems
CPPSEC4016	Install networked security systems
CPPSEC4017	Design security system configurations and specifications
CPPSEC4018	Program and configure networked security systems
CPPSEC4019	Diagnose faults in networked security systems

Group D: General

BSBCOM406	Conduct work within a compliance framework
BSBCUS401	Coordinate implementation of customer service strategies
BSBPMG522	Undertake project work
BSBRES411	Analyse and present research information
BSBSMB401	Establish legal and risk management requirements of small business
BSBSMB402	Plan small business finances
PSPSEC009	Handle sensitive information
PSPSEC010	Provide government security briefings

Qualification Mapping Information

Code and title	CPP07 Property Services Training Package	Comments	E/ NE
CPP41519 Certificate IV in Security Risk Analysis		New qualification to meet industry requirements for qualified security risk advisers who can apply technical security and operations expertise in a risk management	

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		environment.	

Links

An Implementation Guide to this Training Package is available at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPP41619 Certificate IV in Urban Pest Management

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

New qualification.

Qualification Description

This is a qualification for pest management technicians seeking deeper specialisation in the urban pest management sector. Specialist roles require planning, coordinating, managing and completing small to large scale pest management operations. The qualification applies to individuals who work in urban pest management in a range of challenging contexts.

Some job functions covered by this qualification require occupational licencing or certification. Specific determination should be sought through the relevant state or territory regulatory authority.

Entry Requirements

CPP30115 Certificate III in Urban Pest Management, or

CPP30119 Certificate III in Urban Pest Management.

Packaging Rules

To achieve this qualification, competency must be demonstrated in 11 units of competency consisting of 6 core and 5 elective units. Electives are to be selected as follows:

- 3 units from Group A or 3 units from Group B, plus
  - up to 2 units from Groups A, B or C not already selected
  - 1 elective unit may be selected from any training package, as long as it contributes to a valid, industry-supported vocational outcome and maintains the AQF level of this qualification.

Core Units

CPPUPM4001	Assess and select pest management vehicle and equipment
CPPUPM4002	Schedule, organise and monitor pest management operations
CPPUPM4003	Assess and advise on pest management options for sensitive operations

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CPPUPM4004	Assess and advise on pest management options for complex operations
CPPUPM4005	Implement and monitor pest management plans for sensitive operations
CPPUPM4006	Implement and monitor pest management plans for complex operations

Elective Units

Group A: Advanced Pest Management

AHCPMG307	Apply animal trapping techniques
AHCPMG312	Apply poison baits for vertebrate pest control in rural and environmental landscapes
AHCPMG409	Implement a pest management plan
AHCPMG413	Define the pest problem
CPPUPM3008	Inspect for and report on timber pests
CPPUPM3010	Control timber pests
CPPUPM3011	Manage organisms by applying fumigants to commodities and environments
CPPUPM3042	Install termite management systems

Group B: Business Management

AHCPMG413	Define the pest problem
BSBSMB407	Manage a small team
BSBSMB420	Evaluate and develop small business operations
BSBSMB421	Manage small business finances
BSBWRT401	Write complex documents
TAEASS301	Contribute to assessment
TAEDEL301	Provide work skill instruction
TAEDEL404	Mentor in the workplace

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Group C: General Electives

AHCCHM404	Develop procedures to minimise risks in the use of chemicals
AHCCHM405	Plan and implement a chemical use program
FBPAUD4003	Conduct food safety audits
HLTAID003	Provide first aid
MSL934005	Contribute to the ongoing development of HACCP plans

Qualification Mapping Information

CPP Property Services Training Package Release 9.0	CPP Property Services Training Package	Comments	E/NE
CPP41619 Certificate IV in Urban Pest Management		New qualification to meet industry requirements for specialist pest management technicians and supervisors.	N/A

Links

An Implementation Guide to this Training Package is available at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPP50116 Diploma of Surveying

Modification History

Version Comment

1 Replaces superseded equivalent CPP50112 Diploma of Surveying. This version first released with CPP Property Services Training Package Version 3.

2 Update superseded equivalent imported elective units:

- AHCLPW404A to AHCLPW404
- PSPLAND308A to PSPLND002
- PSPLAND302A to PSPLND001

This version first released with CPP Property Services Training Package 4.2.

Qualification Description

This qualification reflects the role of skilled surveying technicians. These people hold advanced surveying skills, and perform duties involving the performance of precise measurements and setting out structures using specialised surveying equipment.

Licensing, legislative, regulatory or certification requirements apply in some States where cadastral and mining surveying must be undertaken under the supervision of a registered surveyor. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

This qualification is suitable for an Australian apprenticeship pathway.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 16 units of competency:
  - 7 core units
  - 9 elective units.

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The elective units must ensure the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome and are to be chosen as follows:

- all 9 units may be chosen from the elective units listed below
- up to 2 units may be chosen from other Certificate IV, Diploma or Advanced Diploma qualifications in CPP, or another current Training Package or accredited course, provided they do not duplicate the outcome of another unit chosen for the qualification.

Core units

CPPSIS5031	Plan spatial data collection
CPPSIS5047	Conduct GNSS surveys
CPPSIS5048	Conduct engineering surveys
CPPSIS5053	Perform advanced surveying computations
CPPSIS5054	Perform geodetic surveying computations
CPPSIS5058	Conduct geodetic surveys
CPPSIS5065	Design basic engineering structures

Elective units

AHCLPW404	Produce maps for land management purposes
BSBPMG522	Undertake project work
CPPCMN4002	Implement and monitor environmentally sustainable work practices
CPPSIS4032	Conduct field surveying operations
CPPSIS4038	Prepare and present GIS data
CPPSIS5032	Capture new spatial data
CPPSIS5037	Maintain spatial data systems
CPPSIS5040	Interpret and collate spatial data
CPPSIS5043	Design spatial data storage systems
CPPSIS5044	Develop subdivision survey designs for local government approval

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CPPSIS5046	Set out stormwater systems
CPPSIS5049	Plan and implement surveying projects
CPPSIS5051	Apply land and planning law to surveying
CPPSIS5052	Integrate surveying datasets
CPPSIS5057	Conduct precision surveys
CPPSIS5060	Develop spreadsheets for spatial data
CPPSIS5061	Locate underground services in surveying practice
CPPSIS5064	Coordinate GIS data manipulation and analysis
CPPSIS6021	Conduct open pit mine surveys
CPPSIS6022	Produce mine drawings
CPPSIS6033	Conduct underground mine surveys
PSPLND001	Investigate tenure and land use history
PSPLND002	Compile and check survey plans

Qualification Mapping Information

CPP50112 Diploma of Surveying

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPP50216 Diploma of Spatial Information Services

Modification History

Version	Comment
1	Replaces superseded equivalent CPP50212 Diploma of Spatial Information Services. This version first released with CPP Property Services Training Package Version 3.
2	Update to superseded equivalent imported elective units: • AHCLPW404A to AHCLPW404 • ICPKNW315 to ICPKNW322 • PSPLAND302A to PSPLND001 • PSPLAND501A to PSPLND012 This version first released with CPP Property Services Training Package Version 4.2.

Qualification Description

This qualification reflects the role of skilled geographic information system (GIS) technicians. They perform advanced data manipulation, including spatial dataset updating and management, and use a range of technologies, such as global navigation satellite system (GNSS) and specialised geospatial software.

No licensing, legislative, regulatory, or certification requirements apply to this qualification at the time of endorsement.

This qualification is suitable for an Australian apprenticeship pathway.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 15 units of competency:
  - 6 core units

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- 9 elective units.

The elective units must ensure the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome and are to be chosen as follows:

- all 9 units may be chosen from the elective units listed below
- up to 2 units may be chosen from other Certificate IV, Diploma or Advanced Diploma qualifications in CPP, or another current Training Package or accredited course, provided they do not duplicate the outcome of another unit chosen for the qualification.

Core units

CPPSIS5031	Plan spatial data collection
CPPSIS5032	Capture new spatial data
CPPSIS5035	Obtain and validate spatial data
CPPSIS5036	Integrate spatial datasets
CPPSIS5039	Plan and implement spatial projects
CPPSIS6040	Develop 2-D and 3-D terrain visualisations

Elective units

AHCLPW404	Produce maps for land management purposes
BSBFIM501	Manage budgets and financial plans
BSBWOR502	Lead and manage team effectiveness
CPPCMN4002	Implement and monitor environmentally sustainable work practices
CPPSIS5037	Maintain spatial data systems
CPPSIS5038	Develop spatial databases
CPPSIS5040	Interpret and collate spatial data
CPPSIS5043	Design spatial data storage systems
CPPSIS5060	Develop spreadsheets for spatial data
CPPSIS5062	Conduct photogrammetric mapping

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CPPSIS5064	Coordinate GIS data manipulation and analysis
ICTICT307	Customise packaged software applications for clients
ICTICT308	Use advanced features of computer applications
ICTICT409	Develop macros and templates for clients using standard products
ICPKNW322	Develop knowledge of the printing and graphic arts industry
PSPLND001	Investigate tenure and land use history
PSPLND012	Review planning documents and environmental assessments

Qualification Mapping Information

CPP50212 Diploma of Spatial Information Services

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPP50316 Diploma of Strata Community Management

Modification History

Release 1.

New qualification.

This version first released with CPP Property Services Training Package Version 5.

Qualification Description

This qualification reflects the role of those involved in managing strata communities.

In most situations, the individual will work independently but will usually also have responsibility for a strata community management team. In this role, the person will perform all functions associated with managing strata communities, including assessing and implementing strata community management agreements, analysing and commenting on management reports prepared for strata communities, developing life cycle asset management plans, and implementing maintenance programs for managed properties.

Licensing, legislative, regulatory or certification requirements apply to strata community management in some States. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 16 units of competency:
  - 8 core units
  - 8 elective units.

The elective units must ensure the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome and are to be chosen as follows:

- a minimum of 2 units must be chosen from Group A Specialist elective units listed

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below

- a minimum of 2 units must be chosen from Group B Common elective units listed below
- up to 4 units may be chosen from any Certificate IV, Diploma or Advanced Diploma qualification in CPP, or another current Training Package or accredited course, provided they do not duplicate the outcome of another unit chosen for the qualification.

Core units

BSBRSK501	Manage risk
CPPDSM4034	Negotiate and implement strata community management agreement
CPPDSM4049	Implement maintenance program for managed properties
CPPDSM5039	Meet legal requirements in managing strata communities
CPPDSM5040	Meet ethical and professional standards in managing strata communities
CPPDSM6007	Develop life cycle asset management plans
FNSORG508	Analyse and comment on management reports
BSBLDR503	Communicate with influence

Elective units

Group A Specialist elective units

CPCSUS5002A	Develop action plans to retrofit existing buildings for energy efficiency
CPPCMN5001A	Plan for a sustainable business
CPPDSM5006	Coordinate customer service activities in the property industry
CPPDSM5007	Coordinate construction or renovation of facilities
CPPDSM5009	Coordinate risk management systems in the property industry
CPPDSM5018	Ensure a safe work place in the property industry
CPPDSM5025	Maintain public relations in the property industry
CPPDSM5026	Manage a consultant property project team
CPPDSM5027	Provide facilities and amenities for property users
CPPDSM5029	Manage client relationships and networks in the property industry
CPPDSM5030	Manage projects in the property industry

Group B Common elective units

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BSBADM502	Manage meetings
BSBFIM501	Manage budgets and financial plans
BSBHRM405	Support the recruitment, selection and induction of staff
BSBMGT502	Manage people performance
BSBMGT517	Manage operational plan
BSBMGT605	Provide leadership across the organisation
BSBMGT616	Develop and implement strategic plans
BSBWOR501	Manage personal work priorities and professional development
FNSORG601	Negotiate to achieve goals and manage disputes
LGACOMP008A	Apply conflict resolution strategies

Qualification Mapping Information

No equivalent qualification.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPP50619 Diploma of Security Risk Management

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is not equivalent to CPP50611 Diploma of Security and Risk Management. Changed packaging arrangements including reduction in total number of units and changed core requirements. New entry requirements.

Qualification Description

This is a qualification for security risk consultants who provide specialist advice on strategies to mitigate risk to people, property and assets including crowded places, as defined by *Australia's Strategy for Protecting Crowded Places from Terrorism (2017)*. Security risk consultants operating at this level work with a high level of autonomy to assess the current threat environment, assess risk management options, and prepare and implement security risk management plans and communication systems to respond to active threats.

Occupational titles may include:

- security risk specialist
- security consultant
- security policy analyst
- security strategist.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Entry Requirements

- CPP40707 Certificate IV in Security and Risk Management, or
- CPP40719 Certificate IV in Security Management, or
- CPP41519 Certificate IV in Security Risk Analysis

Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 10 units of competency
  - 5 core units
  - 5 elective units.

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An elective unit may be selected from any Training Package, as long as it contributes to a valid, industry-supported vocational outcome and maintains the AQF level of this qualification.

Core Units

CPPSEC5003	Assess security risk management options
CPPSEC5004	Develop security risk management plans
CPPSEC5005	Implement security risk management plans
CPPSEC5008	Analyse threat environment and devise strategies to respond to active threats
CPPSEC5009	Implement communication systems to respond to active threats

Elective Units

BSBCUS501	Manage quality customer service
BSBMGT502	Manage people performance
BSBWOR501	Manage personal work priorities and professional development
BSBWOR502	Lead and manage team effectiveness
CPPSEC4008	Assess and prepare security tender submissions
CPPSEC5002	Coordinate security operations
CPPSEC5006	Develop strategies to implement advanced technology security systems
HLTWHS004	Manage work health and safety

Qualification Mapping Information

Code and title	**CPP07 Property Services Training Package**	**Comments**	**E/ NE**
CPP50619 Diploma of	CPP50611 Diploma of Security and Risk	Supersedes and is not equivalent to CPP50611	N

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Security Risk Management	Management	Diploma of Security and Risk Management. Changed packaging arrangements including reduction in total number of units and changed core requirements. New entry requirements.	

Links

An Implementation Guide to this Training Package is available at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPP51119 Diploma of Property (Agency Management)

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is not equivalent to:

- CPP50307 Diploma of Property Services (Agency Management)
- CPP50409 Diploma of Property Services (Business Broking)

Qualifications were merged to reduce duplication and to provide clearer alignment with licensing outcomes.

Qualification Description

This qualification reflects the role of real estate principals who apply knowledge of property agency and compliance requirements, ethical standards and consumer preferences to establish and control real estate functions.

This qualification applies to residential or commercial practice in real estate sales, real estate property management, strata management, business broking, stock and station, or auctioneering.

Occupational titles may include:

- Real Estate Agency Principal
- Strata Management Principal
- Agency Manager
- Agency Director.

Staff who hold this qualification are responsible and accountable for the work of others and are engaged with:

- understanding business systems, structures, property agency practices and business entities
- understanding legal and ethical frameworks for property agency operations
- developing systems, procedures and protocols for managing property agency functions
- establishing and controlling trust accounts and property agency business finances
- coordinating ethics, risk and consumer protection systems to meet industry legal and customer expectations and requirements
- developing and maintaining knowledge of industry trends
- developing and maintaining relationships with lessors, tenants, vendors and buyers, buyers' agents
- establishing and implementing strategic business plans and operational plans
- establishing and implementing agency and individual branding

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- leading and managing people, including recruitment, induction, coaching and mentoring for teams and individuals
- managing work health and safety (WHS) risk to ensure a safe working environment in the real estate industry.

Licensing, legislative, regulatory or certification requirements

Licensing, legislative, regulatory or certification requirements apply to real estate practices in all states and territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Entry Requirements

Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 12 units of competency:
  - 7 core units
  - 5 elective units.

The elective units must ensure the integrity of the Australian Qualifications Framework (AQF) qualification alignment, contribute to a valid, industry-supported vocational outcome and are to be chosen as follows:

- a minimum of 3 elective units must be chosen from the elective units listed below
- up to 2 elective units may be chosen that are packaged in other current Diploma or Advanced Diploma Training Package qualifications provided they do not duplicate the outcome of another unit chosen for the qualification.

Core units

CPPREP5001	Manage compliance in the property industry
CPPREP5002	Establish and monitor property industry trust account management practices
CPPREP5003	Manage ethical practice in the property industry
CPPREP5004	Manage a safe workplace in the property industry
CPPREP5005	Manage teams in the property industry
CPPREP5006	Manage operational finances in the property industry
CPPREP5007	Develop a strategic business plan in the property industry

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Elective units

BSBADV507	Develop a media plan
BSBHRM505	Manage remuneration and employee benefits
BSBHRM513	Manage workforce planning
BSBHRM604	Manage employee relations
BSBMGT502	Manage people performance
BSBMGT517	Manage operational plan
BSBMGT605	Provide leadership across the organisation
BSBMKG507	Interpret market trends and developments
CPPREP4507	Provide property sustainability information in real estate
CPPREP5008	Market the property agency
CPPREP5009	Develop a marketing and service strategy in real estate
CPPREP5010	Manage customer service activities in the property industry

Qualification Mapping Information

CPP Property Services Training Package Release 8.0	**CPP07 Property Services Training Package**	**Comments**	**Equivalency statement**
CPP51119 Diploma of Property (Agency Management)	CPP50307 Diploma of Property Services (Agency Management) CPP50409 Diploma of Property Services (Business Broking)	Supersedes and is not equivalent to CPP50307 Diploma of Property Services (Agency Management) and CPP50409 Diploma of Property Services (Business Broking). Qualifications merged to reduce duplication. Updated to the	N

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		Standards for Training Packages.	

Links

An Implementation Guide to this Training Package is available at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPP60116 Advanced Diploma of Surveying

Modification History

Release 1.

Replaces superseded equivalent CPP60312 Advanced Diploma of Surveying.

This version first released with CPP Property Services Training Package Version 3.

Qualification Description

This qualification reflects the role of surveyors. These people carry out highly specialised surveying functions in areas such as mining and engineering construction. Duties involve carrying out precise measurements and control surveys relating to engineering structures and mine sites using highly specialised surveying equipment.

Licensing, legislative, regulatory or certification requirements apply in some States where cadastral and mining surveying must be undertaken under the supervision of a registered surveyor. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

This qualification is suitable for an Australian apprenticeship pathway.

Entry Requirements

The entry requirement to this qualification is CPP50116 Diploma of Surveying, or demonstrated equivalent competency.

Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 9 units of competency:
  - 4 core units
  - 5 elective units.

The elective units must ensure the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome and are to be chosen as follows:

- all 5 units may be chosen from the elective units listed below

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- up to 2 units may be chosen from other Diploma, Advanced Diploma, Graduate Certificate or Graduate Diploma qualifications in CPP, or another current Training Package or accredited course, provided they do not duplicate the outcome of another unit chosen for the qualification.

Core units

BSBRSK501	Manage risk
CPPSIS6032	Conduct advanced GNSS control surveys
CPPSIS6035	Conduct complex engineering set-out surveys
CPPSIS6036	Monitor engineering structures

Elective units

CPPSIS5044	Develop subdivision survey designs for local government approval
CPPSIS5046	Set out stormwater systems
CPPSIS5051	Apply land and planning law to surveying
CPPSIS5057	Conduct precision surveys
CPPSIS6021	Conduct open pit mine surveys
CPPSIS6022	Produce mine drawings
CPPSIS6025	Apply quality control measures to spatial products and services
CPPSIS6031	Design basic mines
CPPSIS6033	Conduct underground mine surveys
CPPSIS6034	Conduct mining geology operations
CPPSIS6037	Conduct advanced remote sensing analysis
CPPSIS6041	Compile mine survey plans
FNSORG501	Develop and manage a budget

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Qualification Mapping Information

CPP60312 Advanced Diploma of Surveying

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCOM4001 Manage own work, professional development and ethical behaviour

Modification History

Release 1 This version first released with CPC Property Services Training Package Release 5.0.

Supersedes and equivalent to CPPHSA4018A Manage own work, professional development and ethical behaviour. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to adhere to regulatory requirements, organise own work commitments, maintain professional competence and model ethical practice while working in the property industry.

This unit is for individuals who work independently using specialised knowledge and skills in a range of property services sectors and organisations. It involves completing routine and non-routine tasks and dealing with predictable and sometimes unpredictable problems.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Common

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Adhere to regulatory requirements for work activities.	1.1 Confirm industry accreditation and licensing requirements for conducting work activities.
	1.2 Confirm roles and responsibilities of relevant industry accrediting and licensing organisations associated with

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		work activities.
	1.3	Develop a compliance plan to ensure own work practices are consistent with regulatory requirements.
	1.4	Comply with quality assurance processes of regulatory organisations when conducting work activities.
2 Model high standards of professional practice.	2.1	Establish and maintain standards of personal presentation and client service appropriate to work role.
	2.2	Maintain personal performance in varying work conditions and work contexts.
	2.3	Recognise conflict in the workplace and respond promptly and safely to address issues and reach a positive conclusion.
	2.4	Determine personal liability for breach of contract or negligence and maintain professional indemnity insurance in line with regulatory and professional requirements.
	2.5	Use oral and written communication strategies to establish rapport with clients and provide accurate advice and follow-up services.
3 Set and meet own work priorities	3.1	Assess competing work demands and organise own work activities to achieve required individual, team and organisational priorities and timelines.
	3.2	Devise strategies to effectively manage workload and minimise personal stress.
	3.3	Identify strategies to support own requirements for work-life balance while meeting work priorities.
4 Develop and maintain professional competence.	4.1	Use self-assessment, reflection and client feedback to identify areas for improvement in own professional practice.
	4.2	Participate in professional networks and associations to enhance skills, knowledge and work relationships.

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	4.3	Keep up to date with new product developments and findings of current research associated with work practices.
	4.4	Source and use opportunities to develop and maintain professional competence.
5 Model ethical practice.	5.1	Identify and uphold ethical standards and industry codes of conduct in providing client services.
	5.2	Consult with relevant persons to verify personal understanding of ethics and conduct standards and ensure compliance with regulatory requirements.
	5.3	Identify situations requiring guidance on ethical practice and source advice to ensure ethical conduct.
	5.4	Identify and manage potential conflicts of interest when conducting work activities and providing client advice to ensure compliance with regulatory and industry codes of practice.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to interact with clients from diverse social, economic and cultural backgrounds
- reading skills to interpret key requirements of a variety of texts including regulations, codes of practice and industry accreditation and licensing information relevant to own work.

Unit Mapping Information

Supersedes and equivalent to CPPHSA4018A Manage own work, professional development and ethical behaviour.

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

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Assessment Requirements for CPPCOM4001 Manage own work, professional development and ethical behaviour

Modification History

Release 1 This version first released with CPC Property Services Training Package Release 5.0.

Supersedes and equivalent to CPPHSA4018A Manage own work, professional development and ethical behaviour. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by engaging in a structured process of critical analysis and professional reflection that includes:

- evidence-based analysis of own work, professional development and professional behaviour
- a documented regulatory compliance plan to ensure own work practices are consistent with industry accreditation and licensing requirements
- a documented professional development plan that includes:
  - at least three opportunities to develop and maintain professional practice
  - strategies to address at least three different professional practice issues/challenges.

Knowledge Evidence

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

- client service standards appropriate to work role
- contractual obligations associated with work role and professional indemnity insurance required to meet regulatory requirements
- ethical standards and industry codes of conduct associated with work activities and providing client services
- factors that contribute to professional personal presentation
- professional networks and associations available within the industry
- requirements of industry accrediting or licensing organisations and government bodies applicable to work activities
- self-assessment, reflection and feedback techniques that can be used to identify areas for improvement in professional practice
- sources of information about new product developments and research associated with work practices
- sources of professional advice

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- techniques for conflict resolution and dealing with difficult situations in the workplace
- techniques for identifying own professional development needs and how these can be met
- time management and scheduling techniques
- types of issues that may impact the ethical conduct of work activities:
  - conflicts of interest
  - fraudulent behaviours
  - inappropriate relationships with providers associated with procurement of goods or services.

Assessment Conditions

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

This unit must be assessed in the workplace or a close simulation using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to:

- industry codes, guidelines, standards and legislation to support achievement of the performance evidence
- information about professional networks, associations and industry accreditation requirements applicable to work role.

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

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CPPCOM4002 Implement safe work practices in the property industry

Modification History

Release 1 This version first released with CPC Property Services Training Package Release 5.0.

Supersedes and equivalent to CPPHSA4005A Minimise health, safety and security risks when assessing home sustainability. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to apply work health and safety (WHS) practices and measures to manage risks to self, others and property while working in the property industry.

This unit is for individuals who work independently using specialised knowledge and skills in a range of property services sectors and organisations and workplace contexts. Workplace contexts may include the office environment or client sites during inspections. It involves completing routine and non-routine tasks and dealing with predictable and sometimes unpredictable problems.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Common

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Confirm and apply workplace WHS requirements	1.1 Identify key requirements of WHS legislation, regulations and codes of practice applicable to work role and jurisdiction.

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	1.2	Confirm own responsibilities to protect people and property in the workplace and implement actions necessary to comply with duty of care requirements.
	1.3	Review workplace WHS documentation to identify and assess hazards and risks and implement required control measures.
	1.4	Use personal protective equipment (PPE) and follow work practices required to prevent injury or impairment.
	1.5	Use tools, equipment and materials to complete work activities following safe work practices.
	1.6	Prepare an emergency action plan to protect self, others and property in the event of a workplace emergency.
2 Minimise risks to self, others and property.	2.1	Identify and assess risks to self, others and property in the workplace.
	2.2	Identify and apply measures to control risks and client confidentiality according to workplace requirements and emergency action plan.
	2.3	Monitor and review the effectiveness of control measures and take further actions as required to mitigate risk.
3 Report risks and recommend improvements to WHS practices.	3.1	Report identified WHS risks according to workplace requirements.
	3.2	Evaluate response to identified risks and identify improvements to WHS practices.
	3.3	Document recommendations for improving WHS practices and disseminate to relevant persons.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- writing skills to prepare succinct and logically structured documentation

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- reading skills to interpret key requirements of WHS information and documentation including safe work method statements (SWMS) and job safety analysis (JSA).

Unit Mapping Information

Supersedes and equivalent to CPPHSA4005A Minimise health, safety and security risks when assessing home sustainability.

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

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Assessment Requirements for CPPCOM4002 Implement safe work practices in the property industry

Modification History

Release 1 This version first released with CPC Property Services Training Package Release 5.0.

Supersedes and equivalent to CPPHSA4005A Minimise health, safety and security risks when assessing home sustainability. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by implementing safe work practices in two different property industry workplace contexts, involving for each workplace:

- identifying a minimum of five hazards and assessing and controlling the risks associated with those hazards
- identifying and controlling a minimum of one risk for each of the following:
  - property
  - personal safety
  - client confidentiality
- identifying a minimum of three recommendations to improve WHS practices.

Knowledge Evidence

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

- contents of, and techniques for developing emergency action plans
- insurance coverage requirements for safety associated with work tasks
- methods for identifying actual and potential hazards in the workplace
- methods for controlling risks using the hierarchy of controls
- organisational procedures for consulting with others on WHS issues associated with work tasks
- own responsibilities and general duty of care under work health and safety (WHS) legislation, regulations and codes of practice applicable to work role and jurisdiction
- purpose and content of safe work method statements (SWMS)
- purpose and content of job safety analysis (JSA) procedures
- risk assessment process and how it is applied to mitigate risk
- safe work practices to be followed in different property workplace contexts:
  - conducting property inspections and site visits

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    - working in an office using computing equipment
- types and uses of personal protective equipment (PPE) required for work tasks
- types of WHS risks associated with the workplace and work role and control measures for each
- types of risks to information, people and property associated with work tasks and control measures for each
- types of WHS documentation used to report WHS hazards and risks.

Assessment Conditions

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

This unit must be assessed in the workplace or a close simulation using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to:

- WHS legislation, regulations and codes of practice including *How to Manage Work Health and Safety Risks Code of Practice*, Safe Work Australia Work for the relevant jurisdiction and to allow achievement of the performance evidence
- tools, equipment, materials and documentation to allow achievement of 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

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CPPDSM3009 Maintain workplace safety in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM3009A Maintain workplace safety in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to follow defined work health and safety (WHS) policies and procedures to ensure own safety and that of others in a property industry workplace. It requires the ability to identify and control workplace hazards and risks, apply appropriate responses to emergency situations, and communicate workplace safety requirements.

The unit supports workers in the property industry who are required to follow WHS policies and procedures. It applies to real estate agents, property managers, strata managers, Nationwide House Energy Rating Scheme (NatHERS) assessors, home sustainability assessors and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Assist in implementing safety policies and procedures in the workplace.	1.1. Workplace safety requirements relevant to own role and responsibilities are identified and implemented.
		1.2. Organisational information outlining ***WHS policies and procedures*** is identified and accessed.
		1.3. Information identifying and controlling workplace hazards and risks is reviewed in line with organisational procedures.
		1.4. Work is conducted using safe workplace practices and according to WHS policies and procedures.
2.	Follow workplace procedures for identifying hazards and controlling risk.	2.1. Hazards in work area are identified and reported in line with organisational requirements.
		2.2. Workplace instructions and ***procedures for controlling hazards and risks*** are followed.
		2.3. Emergency procedures are followed in line with WHS and organisational requirements.
3.	Contribute to participative arrangements for managing WHS.	3.1. WHS issues, including compliance with applicable WHS policies and procedures, are raised with required people.
		3.2. Colleague contributions to ***participative arrangements*** for managing WHS in the workplace are encouraged.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Learning skills to:	• maintain current knowledge of WHS policies and procedures • identify and use reliable sources of information to confirm details of workplace hazards and risks.
Numeracy skills to:	• interpret numerical and graphical information in safety information in the workplace.

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Oral communication skills to:	• ask questions to clarify procedures to follow in identifying potential workplace hazards and safe work practices.
Reading skills to:	• read and interpret information about safe work practices and hazards.
Writing skills to:	• prepare routine correspondence, including emails, messaging and letters, to record and report details of safety-related incidents in the workplace.
Technology skills to:	• access the internet and web pages • prepare and complete online forms • lodge electronic documents • search online databases in relation to workplace safety.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

WHS policies and procedures must include:	• consultative arrangements for employees • emergency and evacuation procedures • equipment maintenance and use • first aid • hazard and risk identification and reporting • hazard, accident and incident investigation • on-site contractors, visitors and members of the public • risk assessment and control measures • safe operating procedures and instructions • transport, use and storage of dangerous goods and hazardous materials • use and maintenance of personal protective clothing and equipment • WHS audits and safety inspections.
Procedures for controlling hazards and risks must include:	• compliance with environmental requirements • compliance with ergonomic requirements, including safe lifting and manual handling procedures • correctly selecting, using, storing and maintaining personal protective clothing and equipment • following emergency, fire and accident procedures • following safe operating procedures

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	• reporting hazards, accidents and incidents • regular WHS consultations.
Participative arrangements must include:	• formal and informal meetings to discuss WHS matters • mechanisms for conveying employee suggestions, requests and concerns to management • WHS committees, such as consultative, planning and purchasing committees.

Unit Mapping Information

CPPDSM3009A Maintain workplace safety in the property industry

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM3009 Maintain workplace safety in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM3009A Maintain workplace safety in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also follow defined work health and safety (WHS) policies and procedures to ensure own safety and that of others in three different work environments in the property industry.

The person must demonstrate this performance by:

- identifying the workplace hazards and risks in each of the above work environments
- identifying how each of the identified hazards and risks may be controlled and the appropriate responses to apply in associated emergency situations
- contributing to participative arrangements aimed at managing the hazards and risks identified in each of the above environments.

In doing the above, the person must:

- carry out work activities in a safe manner using safe operating practices and procedures
- follow required WHS risk and hazard response procedures within scope of own role and responsibilities.

Knowledge Evidence

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

- workplace hazards and risks in the property industry
- ways of controlling hazards and risks in the property industry
- organisational communication channels and procedures

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- federal, state or territory legislation, codes, standards and local government regulations relating to workplace safety in the property industry
- range and meaning of WHS safety signs and symbols
- rights and responsibilities of employers and employees with regard to workplace safety
- types and purposes of personal protective clothing and equipment in the workplace
- workplace WHS management processes and designated personnel.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system to access online information concerning workplace safety in the property industry
- specifications:
  - relevant legislation, codes, standards and local government regulations relating to workplace safety in the property industry
- relationship with team members and supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM3010 Meet customer needs and expectations in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM3010B Meet customer needs and expectations in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to identify, clarify and meet customer needs and expectations in the property industry in a single encounter or multiple encounters on a one-to-one basis with a customer.

The unit supports work situations involving a direct relationship with internal and external customers. It applies to those in the property industry involved in identifying and clarifying customer needs and expectations, exploring alternative ways of satisfying them, and selecting appropriate products or services to meet them.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Identify customer needs and expectations.	1.1. ***Customer*** preferences, needs and expectations are identified and clarified.
		1.2. Customer special requirements are identified and where appropriate referred to specialist staff in the organisation.
		1.3. ***Communication techniques*** appropriate to relationship and purpose of interaction are used.
		1.4. Limitations in identifying customer preferences, needs and expectations are identified, and advice is sought from required people.
2.	Respond to identified customer needs and expectations.	2.1. ***Product and service knowledge*** is applied to provide assistance to customers consistent with scope of own work role and responsibilities, organisational policies, and legislative requirements.
		2.2. Customer is provided with options and alternatives where appropriate.
		2.3. Features and benefits of relevant products and services are explained to customers.
		2.4. Information on special promotions for products and services is provided to customer.
		2.5. Feedback is sought from customer whether needs and, where practical, expectations have been satisfied.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Learning skills to:	• identify and use reliable sources of information on organisation's products and services • maintain current knowledge of organisation's products and services.
Numeracy skills to:	• interpret routine numerical and graphical information on organisation's products and services.

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Oral communication skills to:	• ask questions to clarify customer needs and expectations.
Reading skills to:	• read and interpret supplier information to determine benefits and features of products and services.
Writing skills to:	• prepare notes and summaries of customer needs and preferences in relation to services offered.
Technology skills to:	• use business technologies to conduct routine communication with customers and provide standard information on the organisation's products and services.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Customer must include:	• internal and external customers • people from a range of social, cultural or ethnic backgrounds • people with varying physical and mental abilities • regular and new customers • those with routine or special requests.
Communication techniques must include:	• active listening • giving customers full attention • maintaining eye contact • non-verbal communication, such as body language and personal presentation • speaking clearly and concisely • using appropriate language and tone of voice • using open and closed questions • writing clearly and legibly.
Product and service knowledge must include:	• cost of products and services • features and benefits of products and services • legislation impacting on products and services • limits of advice that may be provided on products and services • product and service disclosures • range of products and services • supplier product and service information • timeframe for provision of products and services.

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Unit Mapping Information

CPPDSM3010B Meet customer needs and expectations in the property industry

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM3010 Meet customer needs and expectations in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM3010B Meet customer needs and expectations in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also clarify and meet customer needs and expectations in the property industry by responding to the following two different customer service situations:

- a single encounter on a one-to-one basis with one internal customer
- two or more encounters on a one-to-one basis with one external customer.

In doing the above, the person must:

- identify needs and expectations of each customer
- deliver a service to both customers in required timeframes
- apply knowledge of organisational practices, ethical standards, and legislative requirements associated with meeting customer needs and expectations
- locate, interpret and apply relevant product and service information
- recommend acceptable options or alternatives to customers, or explain to customers why their needs cannot be met
- use communication strategies suited to the customer and service situation.

Knowledge Evidence

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

- communication strategies to use when establishing and maintaining customer relationships
- organisation’s product and service range, sufficient to make choices between different products and services based on identified customer needs and expectations
- key requirements of federal, state or territory legislation, codes, standards and local government regulations relating to:

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- anti-discrimination
- consumer protection
- environmental issues
- financial probity
- work health and safety (WHS)
- property sales, leasing and management.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet access and printer
- specifications:
  - organisational policies and procedures for interacting and communicating with customers
  - details of services offered by organisation
  - relevant legislation, codes, standards and local government regulations relating to organisation's products and services
- relationship with team members and supervisor:
  - member of a work team in a property industry context under supervision of the manager or a workplace principal.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM3011 Monitor building facilities

Modification History

Release 1.

Replaces superseded equivalent CPPDSM3011B Monitor building facilities.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to monitor building facilities to ensure that maintenance and service problems are identified and resolved, or reported where necessary. It requires the ability to identify and arrange necessary maintenance and service work and to check the results against work orders.

The unit supports workers in the property industry who are required to monitor building facilities. It applies to real estate agents, property managers, strata managers and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

Elements and Performance Criteria

Elements describe the	Performance criteria describe the performance needed to

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essential outcomes.	demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Identify maintenance and service requirements.	1.1. ***Maintenance and service requirements*** of building facilities are specified and confirmed against work order.
	1.2. Work practices and timelines are confirmed.
	1.3. Site access and specific site requirements are verified and appropriate arrangements are made.
	1.4. Communication channels and processes are confirmed.
2. Monitor building facilities.	2.1. Building facilities are monitored against work order to ensure that designated maintenance and service tasks are completed within required timeframes.
	2.2. Maintenance and service requirements are identified and noted according to work health and safety (WHS) and organisational requirements.
	2.3. Notified breaches of ***building controls*** are reported.
	2.4. Interpersonal techniques are used to discuss issues or concerns.
	2.5. Situations requiring specialist advice are identified and assistance is sought as required.
3. Arrange for routine maintenance and service.	3.1. Routine maintenance and service to building facilities are arranged.
	3.2. Notification of completed maintenance and service is confirmed on receipt.
	3.3. Accredited contractor inspections are arranged to confirm maintenance or service has been effectively carried out according to work order.
	3.4. Business equipment and technology are used to maintain relevant documentation.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

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Skill	Performance feature
Learning skills to:	• maintain current knowledge of policies and procedures for monitoring building facilities • identify and use reliable sources of information to confirm details of routine maintenance and service requirements for building facilities.
Numeracy skills to:	• interpret routine numerical and graphical information on maintenance and service requirements for building facilities.
Oral communication skills to:	• ask questions to clarify procedures for sourcing expert advice and services relating to the maintenance and service of building facilities.
Reading skills to:	• read and interpret work orders that specify maintenance and service tasks to be conducted.
Writing skills to:	• prepare routine correspondence, including email and letters, to record and report on breaches of building controls.
Technology skills to:	• access the internet and web pages • prepare and complete online forms • lodge electronic documents • search online databases in relation to maintenance of building facilities.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Maintenance and service requirements must include at least six of the following:	• changing user codes • confirming operational effectiveness • data backups • identifying and replacing worn parts • inspections, lubrication, cleaning and adjustments • regular services, such as waste removal, cleaning, and grounds maintenance • repairs, maintenance or service under warranty • routine repairs, maintenance or service.
Building controls must include:	• access procedures • alarms • exit procedures • fire equipment.

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Unit Mapping Information

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM3011 Monitor building facilities

Modification History

Release 1.

Replaces superseded equivalent CPPDSM3011B Monitor building facilities.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also monitor building facilities to ensure that maintenance and service problems are identified and resolved, or reported where necessary.

The person must demonstrate this performance by identifying and arranging the maintenance and service requirements for two different buildings, and monitoring these arrangements to ensure that designated maintenance and service tasks are completed within required timeframes.

In doing the above, the person must:

- verify maintenance and service requirements for building facilities against work order and consult with relevant people to arrange access to building facilities
- monitor building facilities to ensure completion of designated maintenance and service tasks within required timeframes
- arrange accredited contractor inspection
- use business equipment and technology to maintain associated documentation.

Knowledge Evidence

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

- building facilities' maintenance and service requirements
- common hazards to public and personal safety associated with particular types of maintenance work in buildings
- key features of property contracts and administrative requirements

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- key requirements of federal, state or territory legislation, codes, standards and local government regulations relating to monitoring building facilities, including:
  - building and construction
  - property leasing and management
  - work health and safety (WHS)
- limitations of own work role, responsibilities and professional abilities
- points of contact with emergency service agencies.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system to access online information concerning maintenance and service requirements for building facilities
- specifications:
  - building facilities' service and maintenance requirements and/or work order
  - procedures for building function checks
  - relevant legislation, codes, standards and local government regulations relating to workplace safety in the property industry
- relationship with team members and supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM3016 Work in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM3016A Work in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to apply foundation knowledge to work effectively and efficiently in the property industry. It covers the basic entry-level functions to enable compliance with legislative, financial and procedural requirements. It requires the ability to identify potential risks associated with a range of activities in the property industry, and opportunities for improving own professional development.

The unit supports workers in the property industry who are required to apply foundation knowledge to work effectively and efficiently in the industry. It applies to real estate agents, property managers, strata managers and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Interpret and comply with legislative, financial and procedural requirements.	1.1. ***Legislative, financial and procedural requirements*** relevant to organisation's services are identified.
		1.2. Key principles relating to consumer protection and trade practices within the context of own role are identified and interpreted.
		1.3. Own interpretation and application of legislative, financial and procedural requirements are confirmed to ensure consistent and accurate understanding.
		1.4. Situations requiring specialist advice are identified and assistance is sought as required.
2.	Interpret and comply with ethical practices and rules of conduct.	2.1. Regulatory and industry standards, and codes of ethics and conduct are identified and interpreted.
		2.2. Key principles relating to organisation's ethical values are identified and interpreted in line with legislative and industry requirements.
		2.3. Own interpretation and application of ethical and conduct requirements are confirmed to ensure consistent and accurate understanding.
		2.4. Situations requiring specialist advice are identified and assistance is sought as required.
3.	Interpret work role and responsibilities.	3.1. Own role and responsibilities are identified and confirmed with supervisor.
		3.2. Work tasks are identified, scheduled and completed within designated timeframes.
		3.3. Work practices are adapted to meet the specific needs of relevant people.
		3.4. Feedback from clients and colleagues is sought and used to determine professional competency and quality of performance, and to identify key areas for improvement.
		3.5. Information regarding learning and professional

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			development is recorded and maintained.
4.	Identify risks.	4.1.	Potential and existing ***risks*** are identified and reported according to organisational procedures.
		4.2.	Recommendations on appropriate strategies to minimise risks and complaints are discussed with supervisor.
		4.3.	Limitations in identifying risks are identified and assistance is sought.
		4.4.	Information collection techniques are used to access information from individuals and groups on identified potential and existing risks.
5.	Complete standard contractual documentation.	5.1.	Standard documentation for property operations is completed according to legislative and organisational requirements.
		5.2.	Business equipment and technology are used as required to complete documentation.
		5.3.	Written information is prepared that complies with organisational standards of language, accuracy and relevance; and is used in an ethically and legally appropriate manner.
		5.4.	Property documentation and information systems are securely maintained.
6.	Access information on industry employment and professional development requirements.	6.1.	Industry employment and professional development requirements are accessed and interpreted to ensure own continuing professional development.
		6.2.	Employee and employer rights and responsibilities, including remuneration and awards, are accessed and interpreted.
		6.3.	Key industry and statutory organisations able to assist own professional development are identified and assistance is sought as required.
		6.4.	Industry ***competency standards and other relevant benchmarks*** are identified and reviewed to establish future professional development needs and priorities.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain current knowledge of ethical and conduct standards for the property industry • identify and use reliable sources of information to confirm details of employment conditions in the property industry.
Oral communication skills to:	• ask questions to clarify procedures for sourcing expert advice and services relating to risk identification in the property industry.
Reading skills to:	• read and interpret standards documentation used routinely in property industry operations.
Writing skills to:	• complete forms and other types of standard documentation used routinely in the property industry.
Technology skills to:	• use business technologies to access information, complete standard forms, lodge electronic documents, and search online databases.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Legislative, financial and procedural requirements must include two or more of the following:	• Australian Securities and Investments Commission, Australian Competition and Consumer Commission, and Foreign Investment Review Board requirements • Australian standards relating to working in the property industry • federal and state taxation requirements • consumer protection laws and guidelines • court and tribunal precedents • environmental and zoning laws affecting access security, access and property use • freedom of information • home building requirements • licensing requirements • privacy and confidentiality requirements and laws applying to owners, contractors and tenants • public health requirements relating to working in the property

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	industry
	• quality assurance and certification requirements
	• federal, and state or territory legislation and regulations affecting organisational operation, including:
	  • anti-discrimination
	  • environmental issues
	  • equal employment opportunity (EEO)
	  • industrial relations
	  • work health and safety (WHS)
	• industry codes of conduct relating to own role, which may cover areas including market sector, financial transactions, taxation, environment, construction, land use, native title, zoning, utility use (water, gas and electricity), and contract or common law
	• local government policies and regulations relating to own role
	• strata, community and company titles
	• tenancy agreements.

Risks must include:	• changes to regulations and legislation • client and staff satisfaction • competition • emergencies and disasters • fire and security • health and safety • market influences • physical, financial or human resources • project control and cash flow • suppliers and contractors • time constraints.

Competency standards and other relevant benchmarks must include:	• benchmarks:
	  • industry code of conduct and code of ethics
	  • statutory and legislative requirements relating to working in the property sector
	• personal and technical knowledge, skills and attitudinal aspects required to undertake day-to-day tasks and duties of the work function effectively and efficiently; specifically:
	  • competency standards for the property industry
	  • other relevant industry, cross-industry and organisational competency standards.

Unit Mapping Information

CPPDSM3016A Work in the property industry

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Assessment Requirements for CPPDSM3016 Work in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM3016A Work in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also respond to six routine workplace situations, one relating to each of the following aspects of work in the property industry:

- interpreting and complying with legislative, financial and procedural requirements
- interpreting and complying with ethical practices and rules of conduct
- interpreting own work role and responsibilities
- identifying and reporting risks
- completing standard contractual documentation
- accessing information on industry employment requirements.

In each of the above, the person must respond to the situation, evaluate his or her personal performance in resolving it, and assess his or her personal competency development needs in relation to the way he or she responded.

In doing the above, the person must:

- interpret and comply with relevant legislative, financial and procedural requirements and confirm own understanding and application with relevant people
- interpret and comply with ethical practices and codes of conduct and check own understanding and application with relevant people
- identify a range of potential and existing risks using appropriate information collection techniques, and discuss recommendations on strategies to minimise risks with relevant people
- complete standard contractual documentation ensuring adherence to legislative and procedural requirements, and securely maintain property information

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- interpret and use industry employment and professional development guidelines and benchmarks, and seek assistance from key industry and statutory organisations to ensure own continuing professional development
- interpret and verify own role and responsibilities, and carry out work tasks according to professional standards.

Knowledge Evidence

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

- limitations of own work role, responsibilities and professional abilities
- organisational and professional procedures relating to own work role
- key requirements of federal, state or territory legislation, codes, standards and local government regulations relating to own work role, including:
  - anti-discrimination
  - consumer protection
  - environmental issues
  - equal employment opportunity (EEO)
  - financial probity
  - franchise and business structures
  - industrial relations
  - work health and safety (WHS)
  - property sales, leasing and management
  - risk factors relating to a variety of transactions
- routine knowledge of procedures for general office processes
- WHS issues and requirements relating to working in the property industry.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet access and printer to access legislation, ethical and conduct standards, and policies and procedures
- specifications:
  - workplace safety and risk identification procedures
  - relevant legislation, codes, standards and local government regulations relating to workplace safety in the property industry
- relationship with team members and supervisor:
  - member of a work team in a property industry context under supervision of the manager or workplace principal.

Assessor requirements

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As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM3019 Communicate with clients in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM3019B Communicate with clients as part of agency operations.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to interact and build relationships with clients in the property industry. It includes developing rapport with clients, handling initial client enquiries, establishing and maintaining a client database, and dealing with client complaints and problems.

The unit supports the work of a range of property industry professionals, including licensed real estate agents, real estate representatives and support staff, stock and station agents, and strata managers, in interacting and building effective relationships with clients as part of agency or organisation operations.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Establish contact with clients and determine their needs.	1.1. Contact with client is established and an interest in ***client needs, preferences and requirements*** is expressed to enhance client commitment and trust, and credibility of agency or organisation, and build return client base.
		1.2. ***Professional ethics*** are maintained with client to promote agency image and credibility.
2.	Handle initial client enquiries.	2.1. Client needs, preferences and requirements are accurately clarified to maximise opportunities to promote agency or organisation services.
		2.2. Client is given space and time to evaluate agency or organisation services, while time is used to maximum advantage for client and agency or organisation.
		2.3. Client is provided with accurate initial information on agency or organisation services.
		2.4. Features and benefits of agency or organisation services are explained to client.
		2.5. Interview appointment time is arranged where necessary and interview preparations are completed.
		2.6. Formal and informal information is gathered and appropriate notes are taken for file.
3.	Maintain and use client database.	3.1. Client database is accurately developed, regularly maintained and securely stored, while maintaining client confidentiality.
		3.2. Regular clients are accurately identified and followed up.
		3.3. Client records are accurately used to advise clients on agency or organisation services of possible interest.
4.	Deal with client complaints and problems.	4.1. Client complaints and problems are acknowledged and client is supported to produce a positive outcome.
		4.2. Client is encouraged to verbalise issues and active

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listening is used to minimise client frustration.

4.3. Client's confidence in agency or organisation is developed to promote long-term commitment and trust.

4.4. Mutually acceptable resolution of complaint or problem is achieved by implementing agency or organisation's policies and procedures.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• identify and use reliable sources of information on ways of enhancing client service strategies.
Numeracy skills to:	• interpret routine numerical and graphical client information derived from client database.
Oral communication skills to:	• ask questions to clarify procedures for dealing with client enquiries and complaints.
Reading skills to:	• read and interpret client profiles to gather routine information on client needs and previous use of agency or organisation's services.
Writing skills to:	• prepare notes and summaries of client needs, preferences and requirements in relation to services offered by agency or organisation.
Technology skills to:	• use business technologies to access information from client databases and conduct online searches to gather routine information on clients while paying due regard to confidentiality and privacy.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Client needs, preferences and requirements must	• agency or organisation services in relation to specific property • contract administration • current and planned developments

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include:	• service, repair and maintenance of building facilities.
Professional ethics must include:	• acting in the interests of client • code of conduct • confidentiality • disclosure of conflicts of interest • due care • honesty • integrity • privacy • professional behaviour • professional competence.

Unit Mapping Information

CPPDSM3019B Communicate with clients as part of agency operations

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM3019 Communicate with clients in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM3019B Communicate with clients as part of agency operations.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also interact and build relationships with clients as part of agency or organisation operations.

The person must demonstrate this performance by responding to each of the following routine workplace situations in the property industry:

- dealing with an initial enquiry from a potential new client about services offered by agency or organisation
- responding to a specific request from an existing client of agency or organisation
- responding to a customer complaint about the quality of service provided by agency or organisation.

In doing the above, the person must:

- apply agency or organisational policies and procedures, and relevant legislative requirements in regard to dealing with clients
- apply knowledge of agency or organisational services to enhance client support
- develop client commitment to agency or organisation and build return custom by establishing rapport and a relationship with client, maintaining professional ethics, and accurately discerning client needs, preferences and requirements
- establish and maintain client records and details, maintain client confidentiality, ensure secure storage of client records, and use client records to maximise client interest in agency or organisation’s services
- resolve client complaints by acknowledging problems, supporting client in arriving at positive outcomes, and obtaining mutually acceptable complaint resolution

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- use effective questioning, listening and observation skills to accurately determine client requirements.

Knowledge Evidence

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

- agency or organisation's record-keeping requirements
- client service goals and objectives
- services, including:
  - features and benefits
  - types
- client complaints and problems, including:
  - strategies for resolving conflicts
  - types
- client database with contact information
- client needs, preferences and requirements specific to own work role
- effective communication principles, including principles of and barriers to effective communication
- ethical standards, including:
  - acting in the interests of client
  - confidentiality
  - disclosure of conflict of interest
  - due care
  - honesty
  - integrity
  - privacy
  - professional behaviour
  - professional competence
- work organisation techniques and procedures, including:
  - prioritising workload to deal effectively with clients and enquiries
  - preparing timely and sufficient information
  - timing and scheduling of appointments.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet access and printer
- specifications:
  - agency or organisation policies and procedures for interacting and communicating with clients, including for resolving disputes

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  - client database
  - details of services offered by agency or organisation
  - codes, standards and regulations relating to client service in the property industry
- relationships with team members and supervisor:
  - member of a work team in a property industry context under supervision of the manager or workplace principal.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM4020 Present at tribunals

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4020A Present at tribunals.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to appear effectively before a tribunal. It includes preparing for tribunal hearings, using tribunal etiquette, acting as a witness, participating in conciliation hearings, and presenting a case.

The unit supports the work of property industry professionals, including licensed real estate agents, stock and station agents, strata managers and their authorised representatives involved in preparing and presenting cases at tribunals relating to property industry operations.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised

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			text is used, further information is detailed in the range of conditions.
1.	Prepare for tribunal.	1.1.	Process for making an application to relevant tribunal is followed.
		1.2.	Documentation required for application to relevant tribunal is accurately completed.
		1.3.	Evidence and other documentation required for tribunal are prepared and reviewed.
		1.4.	Advice from appropriate assisting professionals is sought in preparing for tribunal hearing, as required.
		1.5.	Pre-tribunal hearing briefings are participated in as appropriate and required.
		1.6.	Procedure to follow where a matter has been settled prior to hearing is implemented in line with organisational and legislative requirements.
2.	Participate in conciliation processes for grievances and disputes.	2.1.	***Purpose and role of conciliation*** are clarified within particular tribunal and case context.
		2.2.	Opportunities are explored to resolve grievances and disputes through conciliation.
		2.3.	Conciliators are provided with complete and accurate information regarding grievance or dispute.
		2.4.	Clear and concise formal case statements are prepared and provided for conciliator.
		2.5.	Opportunities are taken to obtain relevant information from other parties during conciliation process.
		2.6.	Realistic assessments are made of conciliated offers against the likely outcome of continuing with conciliation process and any subsequent rulings from adjudicating body.
3.	Use appropriate tribunal etiquette.	3.1.	Appropriate manner of entering and departing tribunal is used.
		3.2.	Appropriate manner of addressing tribunal is used.
		3.3.	Relevant legal and industry language is used where appropriate.

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4.	Present case before tribunal.	4.1. Rules and procedures of tribunal are applied.
		4.2. Case is outlined in a clear and concise manner.
		4.3. ***Evidence*** is given and routine ***examination of witnesses*** is undertaken appropriately.
		4.4. Relevant decisions and precedents are referred to appropriately.
		4.5. Respondent submissions are responded to appropriately.
		4.6. Questions and directions from tribunal are responded to appropriately.
		4.7. Statement of reasons for tribunal decision is requested in line with tribunal and agency practice.
5.	Act as a witness.	5.1. ***Pre- and post-tribunal briefings and debriefings*** are participated in as required.
		5.2. Evidence is provided clearly and concisely using factual descriptions that reflect questions and directions asked by tribunal or legal representatives.
		5.3. Requirements of tribunal processes and proceedings are observed while acting as witness.
		5.4. Liaison with appropriate legal representatives is maintained.
		5.5. Appropriate and required documentation and reporting are completed and stored according to agency practice.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain current knowledge of tribunal procedures.
Numeracy skills to:	• interpret graphical and statistical material that is provided as evidence.
Oral communication	• ask questions to clarify procedures used in conciliation and tribunal processes

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skills to:	• provide verbal testimony and respond to questions in tribunal hearings; reiterating, summarising and clarifying as required.
Reading skills to:	• access and interpret sometimes complex written text on tribunal rules and procedures.
Writing skills to:	• prepare summaries and take notes on information presented in pre- and post-hearing tribunal briefings and debriefings.
Technology skills to:	• access online information when preparing for tribunal hearings.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Purpose and role of conciliation must include:	• giving parties a chance to settle a matter on their terms • giving parties the opportunity to hold a frank discussion about the complaint in an attempt to resolve the matter through negotiation.
Evidence must include information that:	• is descriptive • is devoid of assumptions or judgemental statements • represents details and facts of evidence pertinent to the case.
Examination of witnesses must include:	• cross-examining respondent witnesses • questioning own witnesses • re-examining own or respondent witnesses.
Pre- and post-tribunal briefings and debriefings must include:	• details of the case • outcomes and consequences of tribunal decisions • presentation of evidence • rules of evidence • tribunal protocol.

Unit Mapping Information

CPPDSM4020A Present at tribunals

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM4020 Present at tribunals

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4020A Present at tribunals.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also appear effectively before a tribunal on three separate occasions as follows:

- prepare and present a case before a tribunal on a property-related matter
- participate in a conciliation process to resolve a property-related grievance or dispute
- act as a witness at a tribunal on a property-related matter**.**

In doing the above, the person must:

- apply knowledge of the role and jurisdiction of tribunals that hear matters relating to property operations
- prepare and lodge applications for a tribunal
- complete and store documentation relating to the above matters according to agency or organisation requirements.

Knowledge Evidence

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

- protocols to follow when acting as a witness
- purpose and role of conciliation in the property industry
- key requirements of federal, and state or territory legislation and local government regulations relating to:
  - anti-discrimination and equal employment opportunity
  - consumer protection and trade practices
  - employment and industrial relations
  - environmental issues

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  - financial services
  - franchises and business structure
  - leases
  - privacy
  - property sales and management
  - work health and safety (WHS)
- role and jurisdiction of tribunal that hear matters relating to property operations
- key features of the rules of evidence
- powers and role of tribunals in property-related hearings
- tribunal procedures, including:
  - documentation required for applications to tribunal
  - procedure to be followed for presenting a case to a tribunal
  - procedure to be followed where a matter has been settled prior to hearing
  - process for making an application to a tribunal
  - role of witnesses
  - tribunal etiquette.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
  - tribunal environment
- specifications:
  - checklist for identifying tasks to be completed in preparing for a hearing
  - guides for acting as a witness, tribunal processes, and presenting a case at a tribunal
  - federal, and state or territory legislation and local government regulations relating to property operations
- relationship with team members and supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM4026 Analyse property and facility information

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4026A Analyse property and facility information.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to collect and analyse property and facility information. It requires the ability to obtain information from a variety of sources, review information, and use research and analysis techniques to enable recommendations to be made.

The unit supports workers in the property industry who are required to collect and analyse property information. It applies to real estate agents, property managers, strata managers, Nationwide House Energy Rating Scheme (NatHERS) assessors, home sustainability assessors and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Organise property information.	1.1. ***Property information*** requirements are identified.
		1.2. ***Sources of property information*** relevant to identified requirements are accessed.
		1.3. Reliable methods of organising property information are used, making efficient use of business equipment and technology and available time and resources.
2.	Analyse property information.	2.1. Property information is analysed for validity and reliability, using reliable and valid ***data analysis methods*** to identify facts, issues, patterns, interrelationships and trends.
		2.2. Assumptions used in analysis are clear, justified and consistent with evaluation objectives.
		2.3. Conclusions are supported by evidence and contribute to achieving client and organisational objectives.
		2.4. Limitations in analysing property information are identified and specialist advice is sought as required.
3.	Present findings.	3.1. Outcomes of analysis are presented in required format, style and structure using clear and concise language.
		3.2. Analysis findings are reported and distributed to required people.
		3.3. Feedback on suitability and sufficiency of findings is obtained and reviewed for improved future processes.
		3.4. Property information is securely maintained with due regard to client privacy and confidentiality, and legislative and organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to

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performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain current knowledge of types of property data and data analysis methods.
Numeracy skills to:	• interpret graphical and statistical data on properties and facilities.
Oral communication skills to:	• ask questions to identify limitations of property and facility information.
Reading skills to:	• access and interpret complex written texts to gather property and facility information.
Writing skills to:	• prepare summaries and take notes on outcomes of analysis of property and facility data.
Technology skills to:	• access online sources of property and facility information.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Property information must include at least six of the following:	• company services • construction costs • current and planned property or site developments • depreciation schedules • inventories • leasing rates • management policy and procedures • marketing services • occupancy rates • operating costs • purchasing information • sales information.
Sources of property information must include:	• internet, intranet and extranet • local, state and federal government documents and registers • newspapers and journals • policy statements • property reports • qualitative and quantitative data • television and radio.

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Data analysis methods must include:	• basic statistical analysis • critical analysis • mathematical calculations • problem solving.

Unit Mapping Information

CPPDSM4026A Analyse property and facility information

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM4026 Analyse property and facility information

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4026A Analyse property and facility information.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also collect and analyse property and facility information as follows:

- collect and analyse information on the physical condition of one property or facility and present findings, including recommendations for action to the owner
- collect and analyse information on the use of a property or facility and present findings, including recommendations for action to the manager
- collect and analyse information on the management policies for a property or facility and present findings, including recommendations for action to the owner and manager.

In doing the above, the person must:

- identify property information requirements
- apply knowledge of organisation’s practices, ethical standards, and legislative requirements associated with collecting and analysing property and facility information
- obtain information from a range of sources
- identify gaps in information
- review and prepare findings in a format suitable for presentation
- use appropriate data analysis techniques
- use appropriate software to sort and analyse data.

Knowledge Evidence

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

- client and organisational privacy and confidentiality policies
- internal and external sources of property information

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- methods of data analysis
- organisational policies and procedures relating to data collection
- key requirements of federal, state or territory legislation and local government regulations relating to:
  - anti-discrimination
  - consumer protection
  - environmental issues
  - equal employment opportunity (EEO)
  - financial probity
  - franchise and business structures
  - industrial relations
  - property sales, leasing and management
  - work health and safety (WHS)
- security procedures and safe record-keeping practices
- software applications used to organise and analyse data
- types of data collection and management systems.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- materials:
  - property or facility
  - software applications used to organise and analyse data
- specifications:
  - client and organisational confidentiality policies
- relationship with team members and supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM4042 Coordinate construction contract

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4042A Coordinate construction contract.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to implement and monitor construction contracts. It requires the ability to effectively plan and document work activities, coordinate and monitor subcontractors, and check and report completed work.

The unit supports workers in the property industry who are involved in implementing and monitoring construction contracts. It applies to real estate agents, property managers, strata managers and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised

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		text is used, further information is detailed in the range of conditions.
1.	Determine construction contract requirements.	1.1. Construction contract requirements are reviewed and confirmed with relevant people.
		1.2. ***Consultative processes*** are used to negotiate and confirm construction requirements with contracted parties.
		1.3. ***Site access and specific site requirements*** are identified and appropriate arrangements made as required according to client, legislative and organisational requirements.
		1.4. Construction plan is prepared and contingencies are planned to ensure contract and organisational requirements are met.
		1.5. Additional resource requirements are identified according to construction plan and budget.
		1.6. Draft documentation is reviewed to ensure accuracy and relevance of information.
2.	Monitor construction contract.	2.1. Construction plan is monitored against contract and work schedules to ensure completion within designated timeframes.
		2.2. Site inspections are made on a regular basis so progress can be assessed and reported.
		2.3. Factors affecting achievement of scheduled work are identified and required variations to schedules are negotiated and agreed.
		2.4. Established communication channels and processes are used to ensure accurate exchange of information throughout operation.
		2.5. Situations requiring specialist advice are identified and support is sought as required.
3.	Check and record completed works according to contract conditions.	3.1. Certificate of practical completion is received from contracted parties and checked against client and organisational requirements to finalise construction contract.
		3.2. Inspection is arranged to confirm that construction meets

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contract requirements and industry standards.

3.3. Defects are identified and prompt remedial action is arranged.

3.4. Written reports and associated documentation are prepared using business equipment and technology.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain current knowledge of contents and procedures for preparing construction contracts.
Numeracy skills to:	• calculate and analyse costs associated with implementing construction contracts • interpret and convert measurements and scales used in constructions plans, drawings and specifications.
Oral communication skills to:	• ask questions to clarify information in construction contracts and work schedules.
Reading skills to:	• read and interpret complex information in site reports.
Writing skills to:	• prepare written reports on defects identified through site inspections.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Consultative processes must include:	• face-to-face meetings • telephone, facsimile and written communication.
Site access and specific site requirements must include:	• access and egress points • access codes • building codes and regulations

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- heritage listings
- keys, passes and security clearances
- noise control
- time of access
- union requirements
- work health and safety (WHS) requirements.

Unit Mapping Information

CPPDSM4042A Coordinate construction contract

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM4042 Coordinate construction contract

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4042A Coordinate construction contract.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also implement and monitor a construction contract for two of the following:

- new building construction
- renovation of existing building
- fitout of existing building
- new building facility installation
- upgrade or replacement of existing building
- equipment installation.

In doing the above, the person must:

- administer the contracts for the above construction work in normal industry conditions
- determine appropriate work schedules with contracted parties
- identify and organise appropriate documentation
- apply knowledge of organisation’s practices, ethical standards and legislative requirements associated with implementing and monitoring the contracts
- negotiate variations and adjustments to construction schedules.

Knowledge Evidence

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

- building codes and Australian standards relating to construction contracts
- purpose, contents, and process for preparing building contracts
- building construction practices, principles and processes
- building control legislation

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- common building defects
- key features of construction plans, drawings and specifications
- limitations of own work role, responsibilities and professional abilities
- local zoning requirements
- methods and techniques for monitoring project outcomes
- project planning methods and techniques
- range of contracted parties and their roles and capabilities
- key requirements of federal, state or territory legislation and local government regulations relating to:
  - anti-discrimination
  - consumer protection
  - environmental issues
  - financial probity
  - franchise and business structures
  - industrial relations
  - privacy
  - property sales, leasing and management
  - work health and safety (WHS).

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- specifications:
  - details of construction work to be undertaken
  - organisational policies and procedures for coordinating construction contracts
  - organisational template for construction contracts
  - source documentation or access to source documentation relating to construction work to be undertaken
- relationship with team members and supervisor:
  - member of a work team involved in implementing and monitoring construction contracts strategies.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the *Standards for Registered Training Organisations* (RTOs) current at the time of assessment.

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Links

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CPPDSM4044 Coordinate maintenance and repair of properties and facilities

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4044A Coordinate maintenance and repair of properties and facilities.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to plan and coordinate the repair, maintenance and modification of properties and facilities. It requires the ability to plan and document work activities effectively, coordinate and monitor subcontractors, and check and report the results of work performed.

The unit supports workers in the property industry who are involved in planning and coordinating the maintenance and repair of properties and facilities. It applies to real estate agents, property managers, strata managers and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Plan repair or maintenance operation.	1.1. ***Repair or maintenance requirements*** are confirmed.
		1.2. ***Site access and specific site requirements*** are identified and appropriate arrangements are made.
		1.3. Work order is prepared and contingencies are planned to ensure client and organisational requirements are met in an efficient and effective manner.
		1.4. Safety and security requirements are recognised and implemented.
		1.5. Communication channels and processes are established.
2.	Coordinate repair or maintenance operation.	2.1. Repair or maintenance operation is monitored against work schedules to ensure completion within designated timeframes.
		2.2. Factors affecting achievement of scheduled work are identified and required variations to schedules are negotiated and agreed.
		2.3. Established communication channels and processes are used to ensure accurate exchange of information throughout operation.
		2.4. Situations requiring specialist advice are identified and assistance is sought as required.
3.	Check and record completed repair or maintenance operation.	3.1. Notification of completed repair or maintenance is received and checked against client and organisational requirements.
		3.2. Inspection is arranged to confirm repair or maintenance is fully operational and meets performance specifications and industry standards.
		3.3. Faults, errors or omissions are verified and prompt remedial action is determined and arranged.
		3.4. Documentation of repair or maintenance is prepared using business equipment and technology.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain current knowledge of building regulations and building controls.
Numeracy skills to:	• determine quantities of resources and costs associated with repair, service and maintenance of buildings and facilities.
Oral communication skills to:	• ask questions to gather complex information and clarify nature of building repair, service and modification requirements.
Reading skills to:	• read and assess the accuracy of work orders and building specifications.
Writing skills to:	• prepare routine documentation associated with planning and coordinating repairs, maintenance and modifications to buildings and facilities, including agendas, minutes, meeting notes, and correspondence in the form of email and letters.
Digital literacy skills to:	• use complex project management software to plan and coordinate repairs, maintenance and modifications to buildings and facilities.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Repair or maintenance requirements must include at least three of the following:	• backups • changing user codes • confirming operational effectiveness • identifying and replacing worn parts • inspecting, lubricating, cleaning and adjusting parts • routine repairs.

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Site access and specific site requirements must include at least four of the following:	• access and egress points • access codes • building codes and regulations • heritage listings • keys, passes and security clearance • noise control • time of access • union requirements • work health and safety (WHS) requirements.

Unit Mapping Information

CPPDSM4044A Coordinate maintenance and repair of properties and facilities

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM4044 Coordinate maintenance and repair of properties and facilities

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4044A Coordinate maintenance and repair of properties and facilities.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also plan and coordinate the following repair, maintenance and modification of properties and facilities:

- an immediate routine repair to an item of common property
- the longer-term maintenance of a shared facility
- a major modification to a common use facility.

In doing the above, the person must:

- inspect completed work against work order and ensure remedial action for faults, errors and omissions
- monitor maintenance and repair work, ensuring effective communication exchange and identifying factors requiring variations to work schedules
- apply knowledge of organisation’s practices, ethical standards and legislative requirements associated with planning and coordinating the repair, maintenance and modification of properties and facilities
- plan maintenance and repair work ensuring:
  - client and tenant safety and security
  - resource requirements are according to budget parameters
- respond appropriately to requests for maintenance and repair work and maintain adequate records and reports.

Knowledge Evidence

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

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- basic knowledge of property contracts and administrative requirements
- building codes and Australian standards relating to the maintenance and repair of properties and facilities
- building construction practice
- building control legislation relating to the maintenance and repair of properties and facilities
- common hazards to personal and public safety associated with particular types of maintenance work in buildings
- common building defects
- limitations of own work role, responsibilities and professional abilities
- maintenance and service intervals and requirements for building facilities
- organisational and professional procedures, ethical practices and business standards
- points of contact with emergency service agencies
- key requirements of federal, state or territory legislation and local government regulations relating to:
  - consumer protection
  - environmental issues
  - industrial relations
  - property sales, leasing and management
  - strata community management
  - work health and safety (WHS)
- sources of information on maintaining and repairing property assets
- WHS issues and requirements, including risks with maintenance and repair activities and risk control measures.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- material:
  - project management software
- physical conditions:
  - technical expertise and relevant contractors
  - buildings
- specifications:
  - site plans and drawings
  - contract for provision of repair, service or modification works
  - relevant building regulations
- relationship with team members and supervisor:
  - member of a work team in a property industry context.

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Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM4049 Implement maintenance program for managed properties

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4049A Implement maintenance plan for managed properties.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to develop and implement a maintenance program for all types of managed properties. It includes determining property maintenance requirements, establishing a property maintenance program, establishing and maintaining a key register, monitoring the security of managed properties, and implementing and reviewing the property maintenance program.

The unit supports workers in the property industry who are involved in developing and implementing maintenance programs for all types of managed properties. It applies to real estate agents, property managers, strata managers and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Determine property maintenance requirements.	1.1. Property reports, maintenance specifications, feedback from tenants, owner instructions and other relevant documentation are obtained and analysed to establish ***property maintenance requirements***.
		1.2. ***Industry benchmarks*** are reviewed to determine maintenance intervals and other requirements.
		1.3. Work health and safety (WHS) and other legislative requirements are interpreted and incorporated into maintenance requirements.
2.	Develop property maintenance program.	2.1. ***Property maintenance program*** is established in line with owner instructions, legislative requirements, and agency practice.
		2.2. Reliable and efficient maintenance methods are identified in line with agency practice.
		2.3. Maintenance costs are established.
		2.4. Contract specifications for maintenance services are developed and incorporated into tender documents, where appropriate.
		2.5. Safety and security requirements are incorporated into maintenance program.
		2.6. Criteria for selecting tradespeople and other service providers to provide repair and maintenance services are established.
		2.7. Register of tradespeople and other service providers is compiled and maintained.
		2.8. Property maintenance schedule is established.
		2.9. Systems for recording and implementing property maintenance requirements and reporting to owners are established.
		2.10. Aspects of maintenance program requiring specialist

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			advice are identified and assistance is sought as required.
3.	Establish key register.	3.1.	Key register system is established, administered and maintained.
		3.2.	Security of register and keys is maintained.
4.	Implement property maintenance program.	4.1.	Property maintenance program, including agency fees, is presented to owners for discussion and approval.
		4.2.	Property maintenance program is implemented in line with owner instructions, legislative requirements, and agency practice.
		4.3.	Regular reports on property are provided to owners.
		4.4.	Agency fees for property maintenance services are recorded and billed to owner.
5.	Monitor security of managed properties.	5.1.	Security risks associated with managed properties are identified and documented.
		5.2.	Causes and potential impact of security risks on agency, clients and other stakeholders are determined.
		5.3.	Property security measures are established in line with terms of the property management agreement, owner instructions, legislative requirements and agency practice.
6.	Review property maintenance program.	6.1.	Property maintenance program is reviewed in consultation with client.
		6.2.	Outcomes of review are prepared in required format, style and structure and presented to owners within agreed timeframes.
		6.3.	Recommendations for improving property maintenance program are presented to owners and other relevant people in line with agency practice.
		6.4.	Documentation on property maintenance is produced and maintained using business equipment and technology.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain current knowledge of property maintenance standards and industry benchmarks.
Numeracy skills to:	• calculate the cost of property maintenance activities • monitor property maintenance costs against budget projections • calculate and interpret data on property maintenance costs, such as the annual level of maintenance expenditure required to sustain a property at its current condition.
Oral communication skills to:	• ask questions to clarify owner's property maintenance requirements • negotiate contracts with tradespeople and service providers for provision of property maintenance and repair services.
Reading skills to:	• read and review property maintenance programs • extract information from complex documents, such as legislation, regulations, building programs, and property maintenance reports and specifications.
Writing skills to:	• prepare routine documentation, such as property maintenance reports.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Property must include at least one of the following:	• business property • commercial property • development property, including subdivision and multi-unit sites • holiday rental • industrial property • investment property • periodic rental property • residential property • retail property • rural property

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	• strata community.
Property maintenance requirements must include:	• confirmation of operational effectiveness • cyclical maintenance • emergency repairs • refurbishment • non-routine repairs • routine servicing and repairs.
Industry benchmarks must include at least four of the following:	• age of the properties, with allowance for mid-life upgrades and refurbishments • annual level of maintenance expenditure required to sustain a property at its current condition • compliance with safety codes • expenditure on repairs and maintenance as a percentage of asset value • functionality and amenity of property • strategic importance of individual properties • structural soundness.
Property maintenance program must include:	• cleaning • electrical • emergency lighting • evacuation • fencing and boundaries • fire lighting • garden • housekeeping • painting • pests • plant and equipment maintenance • plumbing • sanitary disposal • security • vertical movement • waste disposal • weather proofing.

Unit Mapping Information

CPPDSM4049A Implement maintenance plan for managed properties

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Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM4049 Implement maintenance program for managed properties

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4049A Implement maintenance plan for managed properties.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also develop and implement a maintenance program for one of the following managed properties:

- business property
- commercial property
- development property, including subdivision and multi-unit sites
- holiday rental
- industrial property
- investment property
- periodic rental property
- residential property
- retail property
- rural property
- strata community.

In doing the above, the person must:

- determine property maintenance requirements for managed properties
- develop a property maintenance program for managed properties that includes procedures for selecting maintenance contractors and maintaining safety and security of clients
- establish and maintain a key register for managed properties
- monitor security of managed properties
- apply knowledge of agency practice, ethical standards and legislative requirements associated with establishing, implementing and reviewing a maintenance program for managed properties

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- review the property maintenance program for the above managed property.

Knowledge Evidence

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

- basic knowledge of property contracts and administrative requirements relating to implementing a property maintenance program
- building codes and Australian standards relating to implementing a property maintenance program
- building construction practices relating to implementing a property maintenance program
- common building styles
- common building faults
- common hazards to public and personal safety associated with particular types of maintenance work in buildings
- industry benchmarks and ethical standards for property maintenance procedures
- key register, including:
  - its purpose
  - operating procedures
  - risks associated with its inadequate management
- management strategies relating to different types of residential, industrial, commercial, rural and retail property
- work health and safety (WHS) issues and requirements relating to maintenance programs for managed properties
- property maintenance:
  - methods
  - programs
  - requirements
  - schedules
- property safety and security requirements
- key requirements of federal, and state or territory legislation and local government regulations relating to:
  - anti-discrimination and equal employment opportunity
  - consumer protection and trade practices
  - employment and industrial relations
  - environmental issues
  - financial services
  - industrial relations
  - leases and tenancy agreements
  - WHS
  - privacy
  - strata communities
  - taxation

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- procedures for reporting repairs and maintenance to owners
- risks and risk management strategies associated with property maintenance
- register of tradespeople and service providers, including:
  - its location and procedures for accessing it
  - contact details of those on the register and the services they provide
  - procedures for selecting registered tradespeople and providers
- systems for implementing property maintenance requirements
- procedures for tendering repair and maintenance work to be undertaken at managed properties.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- physical conditions:
  - managed properties
  - specialist advice required to develop maintenance programs for managed properties
- specifications:
  - organisational policies and procedures relating to developing and implementing maintenance programs for managed properties
  - legislation and regulations impacting on maintenance programs for managed properties
- relationship with team members and supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM4057 Monitor a safe workplace in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4057A Monitor a safe workplace in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to follow and promote work health and safety (WHS) policies and procedures to ensure own safety and that of others in the workplace. It requires the ability to identify and control workplace hazards and risks, and communicate workplace safety requirements.

The unit supports the work of those involved in following and promoting WHS policies and procedures to ensure own safety and that of others in the workplace. It applies to real estate agents, property managers, strata managers, Nationwide House Energy Rating Scheme (NatHERS) assessors, home sustainability assessors and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Provide information on safety policy and procedures in the workplace.	1.1. Relevant provisions of ***WHS legislation and code of conduct*** are accurately and clearly explained to team members.
		1.2. Documentation is developed and maintained to support implementation of ***WHS policies and procedures***.
		1.3. Recommendations are made to improve effectiveness of WHS and workplace policies and procedures.
2.	Implement and monitor participative arrangements.	2.1. ***Consultative processes*** are implemented and monitored to ensure all team members have an opportunity to contribute to management of WHS in the workplace.
		2.2. Health and safety issues raised through consultation are resolved, or referred to ***relevant people*** for resolution.
		2.3. Outcomes of consultation over WHS issues are reported to team members.
3.	Implement and monitor hazard and risk control procedures.	3.1. Existing and potential ***hazards and risks*** in work area are identified and appropriate actions are implemented.
		3.2. Individual and team adherence to control hazards and risks in work area is maintained and monitored.
		3.3. Inadequacies in existing ***procedures to control risks*** are identified and appropriate actions are implemented.
		3.4. Cause of ***hazardous events*** is investigated according to legislative requirements and organisational policies and procedures.
		3.5. ***Measures to minimise risk*** and prevent recurrence of hazardous events are implemented based on hierarchy of control and own role.
4.	Support WHS training.	4.1. WHS ***training needs*** of individuals and teams are identified and discussed with relevant people.
		4.2. Arrangements are made for addressing identified WHS training needs in consultation with relevant people.

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4.3. Coaching and mentoring assistance is provided to team members to support the effective development of their own WHS competencies.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain current knowledge of workplace safety policies and procedures.
Numeracy skills to:	• interpret graphical and statistical material on safety-related incidents in the workplace.
Oral communication skills to:	• promote WHS policies and procedures to others in the workplace.
Reading skills to:	• access information in pamphlets, brochures and other general information on the management of workplace safety.
Writing skills to:	• prepare routine documentation associated with promoting workplace safety, including agendas, minutes, meeting notes, and correspondence in the form of emails and letters.
Technology skills to:	• use business technology to produce reports on workplace safety and near misses.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

WHS legislation and code of conduct must include:

- Australian standards, and quality assurance and certification requirements
- maintenance and confidentiality of records of occupational injury and disease
- relevant federal, and state or territory legislation with regard to:
  - common law
  - general duty of care
  - issue resolution

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	• provisions relating to roles and responsibilities of WHS representatives and committees • requirements of provision of WHS information and training.
WHS policies and procedures must include:	• consultative arrangements for employees • emergency and evacuation procedures • equipment maintenance and use • first aid • hazard and risk identification and reporting • hazard, accident and incident investigation • WHS audits and safety inspections • on-site contractors, visitors and members of the public • risk assessment and control measures • safe operating procedures and instructions • transport, use and storage of dangerous goods and hazardous materials • use and maintenance of personal protective clothing and equipment.
Consultative processes must include at least two of the following:	• formal and informal meetings • health and safety representatives • WHS committees • other committees, such as consultative, planning and purchasing • suggestions, requests and concerns put forward by employees to management.
Relevant people must include at least two of the following:	• clients • colleagues • designated WHS representatives • emergency personnel • supervisors.
Hazards and risks must include:	• electrical • environmental • ergonomic • hazardous materials • loose objects and fixtures • mechanical • obstructions.
Procedures to control risks must include:	• compliance with environmental requirements • compliance with ergonomic requirements, including safe lifting and manual handling procedures • correct selection, use, storage and maintenance procedures for personal protective clothing and equipment • emergency, fire and accident procedures • safe operating procedures

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	• hazard, accident and incident reporting procedures • regular WHS consultations.
Hazardous events must include:	• accidents • bomb scares • emergencies • fires and explosions • violent incidents.

Measures to minimise risk must include:	• application of the hierarchy of control:
	  • elimination of the risk
	  • substitution
	  • engineering controls
	  • administrative controls
	  • personal protective equipment
	• consultation with workers and their representatives
	• measures to remove the cause of a risk at its source.

Training needs must include at least two of the following:	• coaching, mentoring and supervision • formal and informal learning programs • internal and external training provision • personal study • quality assurance assessments and recommendations • recognition of prior learning • seminars and conferences • work experience and exchange opportunities.

Unit Mapping Information

CPPDSM4057A Monitor a safe workplace in the property industry

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM4057 Monitor a safe workplace in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4057A Monitor a safe workplace in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also follow and promote work health and safety (WHS) policies and procedures to ensure own safety and that of others in one property industry work environment.

In doing the above, the person must:

- assess and control risks according to the hierarchy of control
- comply with a range of WHS legislative and organisational procedures
- identify and address WHS training needs of team members
- provide clear and accurate information and advice to team members on workplace hazards and risks.

Knowledge Evidence

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

- consultative processes for improving workplace WHS culture
- legal responsibilities of employers, supervisors and employees in the workplace relating to workplace safety
- organisational communication channels and procedures
- organisational policies and procedures relating to hazard management, fire, emergency, evacuation, and incident or accident investigating and reporting
- range of hazards and associated risks that exist in the workplace and their control measures

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- key requirements of federal, state or territory legislation and local government regulations relating to:
  - anti-discrimination
  - environmental issues
  - property sales, leasing and management
  - strata community management
  - WHS
- techniques to control risks, such as the hierarchy of control.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- specifications:
  - checklist for identifying workplace hazards and risks
  - organisational templates for reporting hazards and risks
  - organisational WHS policies and procedures
  - guides for identifying and mitigating workplace hazards and risks
- relationship with team members and supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM4063 Participate in developing and establishing property or facility contracts

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4063A Participate in developing and establishing property or facilities contracts.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to participate in developing standard contracts for routine matters relating to property operations. It requires the ability to accurately determine and comply with contract specifications and guidelines, and to prepare and finalise contract documentation.

The unit supports the work of those involved in developing and establishing contracts relating to property operations. It applies to real estate agents, property managers, strata managers, Nationwide House Energy Rating Scheme (NatHERS) assessors, home sustainability assessors and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Determine contract requirements.	1.1. ***Contract requirements*** are reviewed and agreed.
		1.2. Consultative processes are used to negotiate and confirm contract specifications.
		1.3. Information is sourced and assessed for currency, accuracy and relevance.
		1.4. Own limitations in assessing contract requirements are identified and assistance is sought as required.
2.	Prepare contract for routine services.	2.1. Contract is prepared according to contract specifications and in required format, style and structure, using business equipment and technology.
		2.2. Advice is sought to confirm that contract captures and addresses identified ***risks***, protects contracted parties, and provides basis for due performance.
		2.3. Contract is distributed to contract parties to check accuracy of information and that contract specifications and requirements are clearly addressed.
		2.4. Situations requiring specialist advice are identified and assistance is sought as required.
3.	Finalise contract.	3.1. Feedback on suitability of contract is sought from contract parties and their advisers, and recommended improvements are incorporated into contract where appropriate.
		3.2. Gaps or deficiencies are identified and appropriate actions implemented.
		3.3. Contract is finalised.
		3.4. Information is securely maintained with due regard to client confidentiality.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain current knowledge of contracts relating to property operations.
Numeracy skills to:	• interpret numerical information in property-related contracts.
Oral communication skills to:	• ask questions on technical matters to clarify meaning of provisions in contracts relating to property operations.
Reading skills to:	• access and interpret information in contracts relating to property operations.
Writing skills to:	• prepare text associated with preparation of contracts relating to property operations.
Technology skills to:	• use business technology to produce contract documents.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Contract requirements must include at least one of the following:	• facility management • property management • property-related maintenance operations • strata community management.
Risks must include at least four of the following:	• changes to regulations and legislation • client and staff satisfaction • competition • emergencies and disasters • failure of a contracted party to comply with contract terms and conditions • fire and security • health and safety • loopholes in contracts • market influences • physical, financial or human resources • project control and cash flow

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- suppliers and contractors
- time constraints.

Unit Mapping Information

CPPDSM4063A Participate in developing and establishing property or facilities contracts

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM4063 Participate in developing and establishing property or facility contracts

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4063A Participate in developing and establishing property or facilities contracts.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also participate in developing two standard contracts relating to one of the following operations:

- routine property operation
- strata community or facility management operation
- property maintenance operation.

In doing the above, the person must:

- finalise contract within agreed timeframes using obtained feedback to rectify gaps or deficiencies
- apply knowledge of organisation’s practices, ethical standards and legislative requirements associated with developing contract
- seek advice as required to confirm contract specifications have been addressed
- use business equipment and technology to prepare contract documentation
- use consultative processes to review and confirm contract requirements and specifications.

Knowledge Evidence

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

- contract layout, format and presentation methods
- limitations of own work role, responsibilities and professional abilities
- principles of contract law with regard to property use and management
- key requirements of federal, and state or territory legislation and local government regulations relating to contracts, including:

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- anti-discrimination
- consumer protection
- privacy
- property sales, leasing and management
- strata community management
- work health and safety (WHS).

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- specifications:
  - organisational policies and procedures relating to contract preparation and finalisation
  - organisational templates for contracts
- physical conditions:
  - sources of specialist advice on property-related contracts
- specifications:
  - specifications for standard contracts relating to property operations
- relationship with team members and supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM4074 Select and appoint contractors in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4074A Select and appoint contractors in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to coordinate contractor requirements for a variety of projects in the property industry. It requires the ability to administer contracts and coordinate the selection and monitoring of contractor arrangements.

The unit supports the work of those involved in coordinating contractor requirements for a variety of projects in the property industry. It applies to real estate agents, property managers, strata managers and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Determine selection requirements.	1.1. Selection purpose and context are identified to determine selection requirements.
		1.2. Selection information is gathered to assist in identifying ***selection process*** and types of ***contractors*** required.
		1.3. Draft selection documentation is prepared.
		1.4. Selection processes and timelines are established that make efficient use of time and resources.
2.	Arrange selection process.	2.1. Individuals involved in the selection process are nominated and organised.
		2.2. Selection criteria are prepared.
		2.3. Selection process and criteria are checked for compliance with organisational and legislative requirements.
		2.4. Business equipment and technology are used to gather and organise evidence in a format suitable for analysis and interpretation.
3.	Select contractors.	3.1. Selection process is conducted.
		3.2. Information obtained from each contractor is judged against specified selection criteria.
		3.3. Contractor preferences, needs and expectations are clarified and addressed using appropriate consultative processes.
		3.4. Selection decision is made based on selection criteria and evaluation of sufficient evidence to enable a judgement of best candidate.
		3.5. Own limitations in interpreting selection criteria or making selection decision are identified and appropriate support is sought as required.
4.	Record and report	4.1. Selection decisions are recorded and reported.

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selection results.	4.2.	Clear and constructive feedback is provided to candidates regarding outcomes of selection process, and guidance on future options.
	4.3.	Relevant documentation is completed and processed.
	4.4.	Selection process is reviewed against established criteria to improve and modify future assessment practices.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain current knowledge of sources of contractors, services provided and fees.
Oral communication skills to:	• ask questions to seek and clarify further information relating to previous work experience of contractors.
Reading skills to:	• access, interpret and evaluate tender documents submitted by contractors.
Writing skills to:	• prepare terms of reference and selection criteria for contractors.
Technology skills to:	• use business technology to access online information on the type and quality of service provided by contractors.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Selection process must include at least two of the following:	• competitive tendering • direct order • request for proposal • request for quotation • restricted tendering • select tendering.
Contractors must	• business advisers

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include at least three of the following:	• information technology • professional advisers • property advisers • technicians • tradespeople.

Unit Mapping Information

CPPDSM4074A Select and appoint contractors in the property industry

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM4074 Select and appoint contractors in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4074A Select and appoint contractors in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person also coordinate contractor requirements, including selecting and appointing the contractor, for two different tasks in a property industry context.

In doing the above, the person must:

- complete selection of contractors, including reviewing criteria and reporting recommendations
- evaluate and select contractors using appropriate selection criteria and communication techniques
- determine contractor requirements through research and consultation
- apply knowledge of organisation’s practices, ethical standards and legislative requirements associated with coordinating contractor requirements for a variety of projects
- prepare selection schedule and criteria, and arrange people to be involved in the selection process.

Knowledge Evidence

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

- contract law relating to engaging contractors
- contractor fees and payments
- contractor types, roles and capabilities
- insurance requirements for contractors
- intellectual property rights and contractors

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- limitations of own work role, responsibilities and professional abilities relating to engaging contractors
- professional indemnity for contractors
- key requirements of federal and state or territory legislation and local government regulations relating to engaging contractors
- selection processes and selection criteria for contractors
- techniques for monitoring contractor performance.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- specifications:
  - organisational plans, policies and procedures for engaging contractors
  - organisational templates for use in selecting and appointing contractors
  - specifications for work to be performed or service to be provided by contractor
- supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM5006 Coordinate customer service activities in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM5006A Coordinate customer service activities in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to identify and implement customer service policies and procedures in the property industry. It includes contributing to quality customer standards, implementing customer service systems, and leading customer service teams.

The unit supports the work of those involved in understanding and implementing customer service policies and procedures. It applies to real estate agents, strata community managers, stock and station agents, Nationwide House Energy Rating Scheme (NatHERS) assessors, and home sustainability assessors.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Contribute to quality customer standards.	1.1. ***Customer*** service standards are accessed, interpreted, applied and monitored in the workplace.
		1.2. Contributions are made to developing, refining and improving customer service policies, standards and processes.
2.	Implement customer service systems.	2.1. Personnel are encouraged to consistently implement customer service systems of organisation.
		2.2. ***Customer feedback*** is reviewed and considered when improving work practices.
		2.3. Customer service problems are identified and adjustments made to ensure continued service quality.
		2.4. Adjustments are communicated to all those involved in service delivery within appropriate timeframes.
		2.5. Services and products are delivered according to organisational quality standards.
3.	Lead a customer service team.	3.1. Coaching and mentoring are used to assist colleagues to deal with customer service issues and achieve service potential.
		3.2. Team is motivated to achieve high standard of service to customers.
		3.3. Team is informed of changes in policies and procedures that affect relations with customers.
		3.4. Team is provided with regular feedback in regard to achievement or non-achievement of organisational standards of customer service.
		3.5. Team members are encouraged to contribute feedback in regard to achievement of customer service standards.
		3.6. Training is undertaken as required to meet changing needs.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• evaluate information from a variety of sources to inform customer service strategies.
Numeracy skills to:	• interpret statistical and graphical data on customer satisfaction with organisation's products and services.
Oral communication skills to:	• discuss solutions to customer service problems with team members and professional advisors • use language and concepts appropriate to cultural differences.
Reading skills to:	• interpret documentation, including academic and technical reports, on building the capability of customer service teams.
Writing skills to:	• prepare guidance for team members and senior management on customer service strategies.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Customers must include:	• customers from a range of social, cultural and ethnic backgrounds • customers with routine and special requests • customers with varying physical and mental abilities • internal and external customers • regular and new customers.

Customer feedback must include:	• analysis of quality assurance data
	• reports
	• feedback directly solicited from customers through different means, including:
	  • questionnaires
	  • telephone surveys
	  • face-to-face surveys
	  • online surveys.

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Unit Mapping Information

CPPDSM5006A Coordinate customer service activities in the property industry

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM5006 Coordinate customer service activities in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM5006A Coordinate customer service activities in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also lead the implementation of one customer service initiative in a property-related business designed to improve customer service in one of the following areas:

- business broking
- livestock sales and auctions
- property management
- property sales
- strata community management.

In doing the above, the person must:

- develop and implement improved customer service procedures
- ensure staff are adequately trained to deliver customer service to agreed organisational standards
- identify customer service requirements and ensure they are delivered to a professional standard in an appropriate timeframe
- apply knowledge of organisation’s practices, ethical standards and legislative requirements associated with implementing customer service policies and procedures
- obtain and give constructive feedback on customer service strategies.

Knowledge Evidence

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

- organisational quality and customer service standards
- organisational policies and procedures for customer service

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- principles and techniques for managing customer behaviour, including:
  - customer relations
  - maintaining product and service quality
  - identifying and resolving problems
  - researching customer needs
- range of analysis techniques to interpret data on customer service
- key requirements of federal, state or territory legislation and local government regulations relating to:
  - anti-discrimination
  - consumer protection
  - environmental issues
  - equal employment opportunity (EEO)
  - financial probity
  - franchise and business structures
  - industrial relations
  - privacy
  - property sales, leasing and management
  - strata community management
  - work health and safety (WHS).

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- specifications:
  - workplace policies and procedures on customer service
  - reports and case studies from other parties involved in the process of identifying and implementing business processes designed to enhance customer service
  - information on current customer service performance
  - outline of initiatives for enhancing customer service
- physical conditions:
  - customer service team
- supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the *Standards for Registered Training Organisations* (RTOs) current at the time of assessment.

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Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM5009 Coordinate risk management systems in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM5009A Coordinate risk management system in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to develop, implement and evaluate a risk management system to ensure effective operations in the property industry. It requires the ability to determine system requirements, and identify and organise appropriate support processes to implement, monitor, maintain and review the system.

The unit supports the work of those involved in developing, implementing and evaluating risk management systems in the property industry. It applies to real estate agents, strata community managers, stock and station agents, Nationwide House Energy Rating Scheme (NatHERS) assessors, and home sustainability assessors.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Determine risk management system requirements.	1.1. ***Risk management context*** is determined.
		1.2. Relevant documentation and legislative requirements are reviewed to identify critical requirements of risk management strategy.
		1.3. Resource requirements to facilitate achievement of risk management goals and objectives are identified and arranged.
		1.4. Roles and responsibilities associated with implementing risk management activities are established according to risk management strategy.
2.	Organise support processes.	2.1. Consultative processes are used to determine individual professional development requirements.
		2.2. Risk management processes requiring specialist support are identified and personnel or finance support is sought as required.
		2.3. Systems to encourage communication flow and feedback are established and maintained to ensure an accurate exchange of information between relevant people.
		2.4. Administrative processes are analysed to ensure outcomes are accurately reported and recorded.
		2.5. Assessment criteria for measuring level of potential or existing risk and assessment of consequences are developed.
3.	Monitor and maintain system.	3.1. Risk management system is systematically evaluated to maintain consistency and meet relevant legislative and organisational requirements.
		3.2. Factors affecting achievement of risk management strategies are identified and required variations are negotiated and agreed.
		3.3. Information, costs and statistics relating to risk management system are collected and analysed.

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		3.4.	Audits of implementation of treatments of risks are arranged according to risk management system requirements.
		3.5.	Changes to operating environment and risk or threat to assets are monitored on an ongoing basis, and corrective measures are identified and implemented according to risk management plan.
4.	Review and report on system.	4.1.	Risk management plan is reviewed against established criteria to improve and modify future risk assessment practices.
		4.2.	Evaluation processes are implemented that incorporate strategies for review, evaluation and comparison of risk management strategies and processes, according to risk management plan.
		4.3.	Feedback regarding satisfaction with risk assessment practices is collected, analysed and included in evaluation process.
		4.4.	***Business continuity plan*** covering all aspects of continuity cycle is developed.
		4.5.	Findings of analysis of risk management system are incorporated into business continuity plan.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Learning skills to:	• evaluate information from a variety of sources to inform analysis of risk management system.
Numeracy skills to:	• interpret statistical and graphical data to evaluate risks.
Oral communication skills to:	• discuss perceived and actual risks with team members and professional advisors • use language and concepts appropriate to cultural differences.
Reading skills to:	• interpret and extract information from documentation, including risk assessments, to inform development of risk management strategy.

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Writing skills to:	• prepare and document business continuity plans that cover emergency and disaster planning.
Digital literacy skills to:	• communicate electronically with team members and professional advisors.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Risk management context must include at least one of the following:	• business operations • competitors • economic climate • human and physical assets of organisation • organisational strengths and weaknesses • previous history of organisational operations.
Business continuity plan must include at least one of the following:	• full recovery • resilient design • resilient operations • salvage • service restoration.

Unit Mapping Information

CPPDSM5009A Coordinate risk management system in the property industry

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM5009 Coordinate risk management systems in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM5009A Coordinate risk management system in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also develop, implement and evaluate a risk management system for one aspect of a property-related organisation to ensure its effective operation.

In doing the above, the person must:

- determine system requirements
- maintain required physical and human resources to support the risk management system
- apply knowledge of organisation's practices, ethical standards, and legislative requirements associated with developing, implementing and evaluating a risk management system
- prepare a business continuity plan to cover emergency and disaster planning
- review the risk management system to identify and implement improvements
- support staff to manage risk, and implement recovery processes where projected risks have eventuated.

Knowledge Evidence

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

- auditing requirements for risk management systems
- client and organisational privacy and confidentiality requirements
- business continuity cycle and plans, including development process and required contents
- insurance policies, codes and operations
- mechanisms to obtain and analyse feedback on risk management system

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- organisational goals and objectives, activities and systems relating to risk management system
- key requirements of federal, state or territory legislation and local government regulations relating to:
  - anti-discrimination
  - consumer protection
  - environmental issues
  - equal employment opportunity (EEO)
  - financial probity
  - franchise and business structures
  - industrial relations
  - privacy
  - property sales, leasing and management
  - public safety
  - work health and safety (WHS)
- risks in property-related organisations, including:
  - assessment criteria for measuring level of potential or existing risk
  - risk assessment techniques and processes
  - risk management plans
- industry standards and code of conduct relating to coordinating risk management systems in the property industry.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- specifications:
  - specialist advice on risks and risk management in the property industry
  - risk assessment reports
  - best practice case studies of risk management procedures in property and related industries
  - workplace policies and procedures relating to risk management and other key business processes
- supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the *Standards for Registered Training Organisations* (RTOs) current at the time of assessment.

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CPPDSM5018 Ensure a safe workplace in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM5018A Ensure a safe workplace in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to establish, maintain and evaluate an organisation's work health and safety (WHS) system and procedures to ensure own safety and that of others in the workplace. It requires the ability to identify and control workplace hazards and risks, and communicate workplace safety requirements.

The unit supports the work of those involved in establishing, maintaining and evaluating a property industry organisation's risk management systems. It applies to those involved in working with WHS systems and procedures to ensure own safety and that of others in the workplace.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Establish and maintain WHS framework.	1.1. ***WHS framework*** is developed that clearly expresses the organisation's commitment to implementing relevant ***WHS legislation*** in the organisation.
		1.2. WHS ***roles and responsibilities*** for all workplace personnel are defined to allow implementation of ***WHS policies***, ***procedures and programs***.
		1.3. Financial and human resources for the effective operation of WHS system are identified, sought and provided in a timely manner.
		1.4. Information on WHS system and its operational procedures is provided and explained to employees in an accessible form.
2.	Establish and maintain participative arrangements.	2.1. ***Consultative processes*** are established and maintained with employees and their representatives according to relevant WHS legislation.
		2.2. Issues arising from participation and consultation are resolved promptly and effectively according to procedures for issue resolution.
		2.3. Workplace safety information collected through participative arrangements is provided to employees in line with organisational procedures.
3.	Establish and maintain procedures for identifying hazards, and assessing and controlling risks.	3.1. Procedures for ongoing ***hazard identification*** and assessment and control of associated risks are developed.
		3.2. Hazard identification is addressed at the planning, design and evaluation stages of change in the workplace to ensure that new hazards are not created by proposed changes.
		3.3. ***Procedures for selecting and implementing risk control measures*** according to the hierarchy of control are developed and maintained.
		3.4. Inadequacies in existing ***risk control measures*** are identified according to the hierarchy of control, and

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			resources enabling implementation of new measures are promptly provided.
4.	Review system effectiveness.	4.1.	WHS induction and ***training program*** is developed and provided for all employees as part of organisation's general training program.
		4.2.	***WHS record-keeping system*** is established and maintained to allow identification of patterns of occupational injury in the organisation.
		4.3.	Measurement and evaluation of WHS system are undertaken in line with organisation's quality system framework.
		4.4.	Improvements to WHS system are developed and implemented to achieve organisational WHS objectives.
		4.5.	Compliance with WHS legislative framework is assessed to ensure that legal WHS standards are maintained as a minimum.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• evaluate information from a variety of sources to inform development of WHS framework.
Numeracy skills to:	• interpret statistical and graphical data to evaluate hazards and risks in the workplace.
Oral communication skills to:	• discuss financial and human resources required to support WHS system with team members and professional advisors • use language and concepts appropriate to cultural differences.
Reading skills to:	• interpret and extract information from documentation, including WHS records, to inform development of WHS framework.
Writing skills to:	• prepare and document WHS policies and procedures.
Digital literacy skills to:	• communicate electronically with team members and professional advisors.

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Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

WHS framework must include:

- counselling and disciplinary processes
- designing safe operations and systems of work
- determining ways WHS will be managed, for example:
  - designed operations, workflow and materials handling
  - maintaining plant and equipment
  - planning or implementing alterations to site, operations, plan or work systems
  - purchasing materials and equipment
- mechanisms for obtaining updated information on such things as health effects of hazards, technical developments in risk control, and changes to legislation
- obtaining expert WHS advice as required
- resolving WHS issues
- developing and updating policies
- providing training
- ensuring system for communicating information to employees, supervisors and managers within organisation.

WHS legislation must include:

- Australian standards, and quality assurance and certification requirements
- issue resolution
- maintenance and confidentiality of records of occupational injury and disease
- provisions relating to roles and responsibilities of WHS representatives and committees
- relevant industry code of conduct
- requirements of provision of WHS information and training.

Roles and responsibilities must include:

- advisory
- decision making
- duty of care
- WHS officer.

WHS policies, procedures and programs must include:

- consultative arrangements for employees
- emergency and evacuation procedures
- equipment maintenance and use
- first aid
- hazard and risk identification and reporting
- hazard, accident and incident investigation

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	• WHS audits and safety inspections • on-site contractors, visitors and members of public • risk assessment and control measures • safe operating procedures and instructions • transport, use and storage of dangerous goods and hazardous materials • use and maintenance of personal protective equipment.
Consultative processes must include at least two of the following:	• formal and informal meetings, including WHS meetings • health and safety representatives • WHS committees • other committees, for example, consultative, planning and purchasing • suggestions, requests and concerns put forward by employees to management.
Hazard identification must include:	• audits and review of audit reports • checking work area and equipment before and during work • consulting with work team members • housekeeping • job and work system assessment • review of WHS records, including registers of hazardous materials and dangerous goods • workplace inspections in area of responsibility.
Procedures for selecting and implementing risk control measures must include:	• compliance with environmental requirements • compliance with ergonomic requirements, including safe lifting and manual handling procedures • correct selection, use, storage and maintenance procedures for personal protective clothing and equipment • emergency, fire and accident procedures • safe operating procedures • hazard, accident and incident reporting procedures • regular WHS consultations.

Risk control measures must include:	• measures to remove cause of risk at its source
	• application of the hierarchy of control:
	  • elimination of risk
	  • substitution
	  • engineering controls
	  • administrative controls
	  • personal protective equipment
	• consultation with workers and their representatives.

Training program must include at least four of the	• allocation of resources for training, including purchasing training services and developing staff training skills • group discussions and other consciousness-raising techniques

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following:

- handouts, including information sheets
- induction training
- ongoing assessment of training needs, relating to such things as:
  - emergencies and evacuations
  - new operations and materials
  - specific equipment use
  - specific hazards
  - specific tasks
  - specific courses.

WHS record-keeping system must include:

- audit and inspection reports
- hazardous materials registers
- manufacturer and supplier information
- meeting agendas, including items and actions relating to WHS
- plant and equipment maintenance and testing reports
- records of induction, instruction and training
- workers compensation and rehabilitation records
- workplace environmental monitoring records.

Unit Mapping Information

CPPDSM5018A Ensure a safe workplace in the property industry

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM5018 Ensure a safe workplace in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM5018A Ensure a safe workplace in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also establish, maintain and evaluate the work health and safety (WHS) system and procedures of one property-related organisation to ensure own safety and that of others in the workplace.

In doing the above, the person must:

- apply knowledge of organisation's practices, ethical standards and legislative requirements associated with establishing, maintaining and evaluating organisation's WHS system and procedures
- apply knowledge of the principles and practices of effective WHS management
- establish and maintain:
  - WHS management system
  - participative arrangements
  - procedures for identifying hazards, and assessing and controlling risks
- maintain WHS framework
- identify when expert advice is needed, obtaining advice and acting on it promptly
- implement WHS Acts, regulations and code of conduct relevant to own area of responsibility
- review WHS system effectiveness.

Knowledge Evidence

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

- key components of the hierarchy of control

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- procedures for identifying intervention points for expert WHS advice
- literacy levels and communication skills of work group members and consequent suitable communication techniques to use when discussing WHS matters
- principles and practices of effective WHS management in small, medium and large businesses
- principles and techniques associated with modelling safe work practices, hazard identification and risk management
- record-keeping systems, procedures and requirements relating to WHS
- regulatory compliance arrangements in relation to WHS
- key requirements of federal, state or territory legislation and local government regulations relating to:
  - anti-discrimination
  - consumer protection
  - environmental issues
  - equal employment opportunity (EEO)
  - financial probity
  - franchise and business structures
  - industrial relations
  - privacy
  - property sales, leasing and management
  - strata community management
  - WHS
- WHS roles and responsibilities for all workplace personnel, including legal responsibilities of employers, manufacturers, suppliers, employees and other parties in relation to WHS.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- specifications:
  - access to specialist advice on WHS in the property industry
  - best practice case studies of WHS, hazard identification and risk management procedures in the property and related industries
  - hazard identification and risk assessment reports
  - WHS legislation
  - workplace policies and procedures with regards to WHS
- supervisor:
  - member of a work team in a property industry context.

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Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPHES4001 Research and assess impact of building elements on thermal performance of residential buildings

Modification History

Release 1 This version first released with CPC Property Services Training Package Release 5.0.

Supersedes and equivalent to CPPHSA4015A Assess impact of building elements on thermal performance of residential buildings. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to research and assess the impact of construction materials and methods, design elements and building condition on thermal performance of residential buildings.

This unit is for individuals who work independently as home sustainability or Nationwide House Energy Rating Scheme (NatHERS) assessors using specialised knowledge to complete thermal performance assessments of residential buildings. It involves completing routine and non-routine tasks and dealing with predictable and sometimes unpredictable problems.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

None.

Unit Sector

Home Sustainability.

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Assess impact of building design features on thermal performance of	1.1 Research building design features that influence thermal performance.
	1.2 Determine potential impact of building design features

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	building.	on thermal performance.
		1.3 Examine ways in which building design features can be altered to improve thermal performance.
2 Assess influence of common construction materials on thermal performance.	2.1	Research properties of construction materials that influence thermal performance.
	2.2	Research properties of glazing units that influence thermal performance.
	2.3	Determine impact of climate on choice of construction materials to improve thermal performance.
	2.4	Examine ways in which cost, practicality, size or space constraints can influence choice of building materials when improving thermal performance.
	2.5	Research construction materials that meet requirements for improving thermal performance.
	2.6	Research ways that correct use and installation of materials can improve thermal performance.
	2.7	Examine condition of materials and the effect that condition can have on degrading thermal performance.
3 Assess impact of construction methods on thermal performance.	3.1	Identify construction methods used in residential building.
	3.2	Identify key components of the building envelope.
	3.3	Identify methods of testing building envelope for efficiency.
	3.4	Examine construction methods used on building envelope components and effect on thermal performance.
4 Identify impact of common building faults on thermal performance of building.	4.1	Evaluate influence of poor construction techniques and condition of building elements on thermal performance.
	4.2	Research sources of professional advice on ways to respond to common building faults that may influence thermal performance.

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	4.3	Examine potential impact of poorly designed or installed measures for improving thermal performance on other aspects of residential building.
5 Document information and research findings	5.1	Collate information and research results and check to confirm accuracy.
	5.2	Identify impact of building elements on thermal performance of residential buildings.
	5.3	Identify benefits of efficient building techniques and an efficient building envelope on thermal performance of residential buildings.
	5.4	Document findings according to workplace requirements.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to interpret and consolidate a wide range of information on thermal performance of buildings
- numeracy skills to interpret and calculate statistical data on the thermal performance of different construction materials and methods.

Unit Mapping Information

Supersedes and equivalent to CPPHSA4015A Assess impact of building elements on thermal performance of residential buildings.

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

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Assessment Requirements for CPPHES4001 Research and assess impact of building elements on thermal performance of residential buildings

Modification History

Release 1 This version first released with CPC Property Services Training Package Release 5.0.

Supersedes and equivalent to CPPHSA4015A Assess impact of building elements on thermal performance of residential buildings. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by researching and documenting an assessment of the impact of building elements on thermal performance for three different residential buildings involving at least three of the following residential construction methods:

- structurally insulated panels
- pre-fabricated buildings
- brick veneer
- cavity brick
- concrete block masonry
- lightweight construction
- reverse brick veneer.

Knowledge Evidence

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

- building design features that may influence the thermal performance of a building:
  - wall type
  - convection
  - eaves
  - floor types
  - glazing and windows
  - insulation
  - landscaping
  - materials
  - orientation

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    - shading
    - siting
    - thermal mass
    - ventilation
    - zoning and layout
- causes of and remedies for condensation
- energy efficiency provisions of building regulations and the National Construction Code (NCC)
- key components of the building envelope
- solar passive building design principles
- passive house building design principles
- properties of building materials that can influence thermal performance:
    - emissivity
    - R-value
    - reflectivity
    - solar absorptance
    - U-value
- properties of glazing units that can influence thermal performance:
    - solar heat gain coefficient
    - U-value
    - visible light transmission
- types of building construction materials used in residential buildings:
    - correct industry terminologies
    - sources of information on their thermal performance
- types of building defects, poor construction techniques and condition of building elements that can impact on the thermal performance of residential buildings:
    - condensation
- methods for testing building envelop efficiency:
    - blower door testing
    - thermal imaging
- types of residential building construction methods:
    - materials used
    - benefits and limitations
    - implications for thermal performance.

Assessment Conditions

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

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This unit must be assessed in the workplace or a close simulation using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to:

- documentation associated with residential buildings and building products and materials to allow achievement of the performance evidence
- building codes, standards and regulations including the NCC
- computer equipment and software suitable for accessing online catalogues and references to source information on the thermal performance of building products and materials
- reference materials and/or computer equipment to access current information on the thermal performance of building products and materials including:
  - solar passive building design
  - passive house building design
  - thermal performance of building materials and construction methods
  - building envelope thermal performance
  - common building defects including condensation
  - house energy rating schemes
  - blower door testing and thermal imaging
  - manufacturers' product information on building products and materials.

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

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CPPHES4002 Advise clients on thermal performance of residential buildings

Modification History

Release 1 This version first released with CPC Property Services Training Package Release 5.0.

Supersedes and equivalent to CPPHSA4019A Inform clients about thermal performance of residential buildings. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to explain the factors that contribute to the thermal performance of residential buildings when providing advice to clients as part of a home sustainability or Nationwide House Energy Rating Scheme (NatHERS) assessment. It includes explaining the heat transfer process, factors that impact thermal comfort, how climatic conditions, building design and materials influence thermal performance, and the principles of passive design.

This unit is for individuals who work independently as home sustainability or NatHERS assessors who use specialised knowledge to assess and make recommendations for improving the thermal performance of residential buildings. It involves completing routine and non-routine tasks and dealing with predictable and sometimes unpredictable problems.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

None.

Unit Sector

Home Sustainability.

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Advise client on	1.1 Explain the concept of building thermal performance.

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	relationship between building thermal performance and energy use.	1.2	Identify and communicate the impact of building materials on thermal performance of buildings.
		1.3	Explain the relationship between building thermal performance, heating and cooling and energy consumption.
		1.4	Explain the main uses of energy in buildings and the proportion attributed to heating and cooling.
		1.5	Explain the environmental and social impacts of energy use.
		1.6	Check client understanding of building thermal performance and energy use and respond to questions to clarify advice.
2	Advise client on the heat transfer process in residential buildings.	2.1	Explain the process of heat transfer in residential buildings.
		2.2	Explain the meanings of key terms used to describe heat transfer.
		2.3	Explain the ways in which residential buildings lose and gain heat.
		2.4	Check client understanding of the heat transfer process and respond to questions to clarify advice.
3	Advise client on factors that impact thermal comfort.	3.1	Explain thermal comfort and its use in building thermal performance assessments.
		3.2	Explain the physical factors that influence thermal comfort.
		3.3	Explain the methods for determining building occupant requirements for thermal comfort.
		3.4	Check client understanding of factors that impact on thermal comfort and respond to questions to clarify advice.
4	Advise client on the	4.1	Identify major Australian climate zones and explain their

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		key characteristics associated with thermal performance.
	influence of climatic conditions on building thermal performance.	4.2 Explain the types and uses of climate data in carrying out thermal performance assessments.
		4.3 Explain the impact of local climatic conditions on building thermal performance.
		4.4 Explain ways of improving thermal performance appropriate to the relevant climate zone.
		4.5 Check client understanding of how climatic conditions influence thermal performance of residential buildings and respond to questions to clarify advice.
5	Advise client on the principles of passive design.	5.1 Explain the principles of passive design.
		5.2 Explain the application of passive design principles to planned and existing residential buildings.
		5.3 Explain factors that diminish the thermal performance of buildings.
		5.4 Check client understanding of the principles of passive design and respond to questions to clarify advice.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to use clear explanations, active listening and questioning skills to convey and clarify industry concepts and terminology
- numeracy skills to interpret climate data and apply correct units of measurement when describing power and energy to clients
- technology skills to access and transmit electronic information when providing client advice.

Unit Mapping Information

Supersedes and equivalent to CPPHSA4019A Inform clients about thermal performance of residential buildings.

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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

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Assessment Requirements for CPPHES4002 Advise clients on thermal performance of residential buildings

Modification History

Release 1 This version first released with CPC Property Services Training Package Release 5.0.

Supersedes and equivalent to CPPHSA4019A Inform clients about thermal performance of residential buildings. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by providing accurate oral and written advice to three different clients on the thermal performance of residential buildings involving three different building designs and climate zones.

Knowledge Evidence

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

- Australian climate zones, characteristics and data used in thermal performance assessments:
  - diurnal temperature range
  - humidity
  - irradiance
  - minimum and maximum temperature
  - solar geometry
  - wind speed and direction
- building elements included in thermal performance assessments
- definition of thermal comfort:
  - factors influencing thermal comfort
  - models of thermal comfort
  - role of thermal comfort in building thermal performance assessments
  - thermal sensitivity of individuals
- environmental and social impacts of energy use:
  - climate change
  - energy cost

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  - energy security
  - global warming
  - greenhouse gas emissions
  - operational costs
  - resource depletion
- impact of climate on thermal performance of residential buildings
- industry terminology for energy use associated with thermal performance of buildings
- passive building design principles
- process of heat transfer in residential buildings:
  - key terms used to describe heat transfer
  - impact on heating and cooling
  - mechanisms: radiation, convection and conduction
  - modelling
  - U and R-values of building materials
  - R-values of wall constructions
- principles of thermal performance:
  - factors that diminish and enhance the thermal performance of residential buildings
  - impact of local climatic conditions on building thermal performance
  - relationship between building thermal performance, heating and cooling and energy consumption.

Assessment Conditions

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

This unit must be assessed in the workplace or a close simulation using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to:

- relevant codes, standards and regulations associated with building thermal performance assessments
- computer equipment and software suitable for sourcing and transmitting information on the thermal performance of buildings to allow achievement of the performance evidence
- technical reference library and/or (online) access to current technical publications on:
  - passive building design
  - thermal performance of building materials
  - building thermal performance
  - manufacturers' product information on building products and materials.

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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

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CPPHES4003 Operate and maintain computer system to support thermal performance assessments

Modification History

Release 1 This version first released with CPC Property Services Training Package Release 5.0.

Supersedes and equivalent to CPPHSA4020A Operate computer systems to support NatHERS assessment. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to operate and maintain a computer system and software applications to support thermal performance assessments using accredited Nationwide House Energy Rating Scheme (NatHERS) software. It includes installing and updating software and hardware and performing computer configurations, routine data back-ups, troubleshooting and system maintenance.

This unit is for individuals who work independently as thermal performance assessors using specialised knowledge to complete thermal performance assessments of residential buildings. It involves completing routine and non-routine tasks and dealing with predictable and sometimes unpredictable problems.

This unit forms part of the licensing requirements NatHERS assessments. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Home Sustainability.

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Prepare to use computer system for	1.1 Make required ergonomic adjustments to personal computer furniture and fittings.

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	thermal performance assessment.	1.2	Check physical connectivity and follow computer and operating system start-up procedures.
		1.3	Confirm correct operation and performance of computer and hardware devices.
2	Configure computer system for thermal performance assessment.	2.1	Adjust computer settings to suit user requirements.
		2.2	Configure power management settings to minimise power consumption.
		2.3	Identify operating system and application programs loaded onto computer and confirm computer capability and correct NatHERS software version.
		2.4	Conduct software installation and removal to improve computer capability and readiness for thermal performance assessment.
		2.5	Create and customise desktop icons to access applications and NatHERS programs.
		2.6	Connect, disconnect and configure removable storage devices used to store, maintain and back-up data.
3	Access and manipulate data for thermal performance assessment.	3.1	Access and manipulate thermal performance data using objects, macros, shortcut features and templates to increase efficiency.
		3.2	Convert and store data to suit operating system and applications to support thermal performance assessment.
		3.3	Employ advanced features of NatHERS software to prepare and present data.
		3.4	Link and embed files to transfer data between applications.
		3.5	Transmit data to support thermal performance assessment using electronic methods.
4	Perform routine	4.1	Perform regular system back-up to minimise risk of data loss, and label, store and retrieve back-up files according

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	system maintenance.	to organisational requirements.
		4.2 Use firewall, antivirus and malware scans to reduce security risks and threats in the computer system.
		4.3 Monitor and maintain correct functioning of automated processes.
		4.4 Update off-line record of maintenance procedures according to organisational requirements.
5	Solve routine problems with computer system.	5.1 Identify problem with computer system and apply basic information technology troubleshooting techniques to resolve problem.
		5.2 Access online assistance to overcome difficulties with computer system or NatHERS software.
		5.3 Recover damaged or corrupted files using appropriate software, equipment or technical support according to organisational requirements.
6	Upgrade and reconfigure personal computer and NatHERS software.	6.1 Install new and update existing computer hardware.
		6.2 Test new and updated computer hardware and confirm correct operation.
		6.3 Install new and update existing NatHERS software.
		6.4 Test and configure new and updated NatHERS software and confirm correct operation.
		6.5 Maintain records of installations, updates and configurations according to organisational requirements.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

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Unit Mapping Information

Supersedes and equivalent to CPPHSA4020A Operate computer systems to support NatHERS assessment.

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

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Assessment Requirements for CPPHES4003 Operate and maintain computer system to support thermal performance assessments

Modification History

Release 1 This version first released with CPC Property Services Training Package Release 5.0.

Supersedes and equivalent to CPPHSA4020A Operate computer systems to support NatHERS assessment. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by operating and maintaining computer systems and the software to support at least two thermal performance assessments using accredited Nationwide House Energy Rating Scheme (NatHERS) software.

Knowledge Evidence

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

- basic operations of NatHERS software tools
- basic components, set up procedures and operation of personal computer systems that support thermal performance assessments
- basic information technology troubleshooting procedures
- common technologies and procedures that prevent data loss associated with thermal performance assessments
- ergonomic principles applicable to setting up and using a computer system and furniture
- methods for identifying and verifying software versions
- minimum software requirements of a software tool that must be met in order to receive accreditation
- modes of NatHERS software operation
- procedures for conducting routine back-ups of computer systems and files and for maintaining system security
- procedures for installing, removing and upgrading NatHERS software and other applications that support computer system functionality
- procedures for storing, converting, transmitting and retrieving data associated with thermal performance assessments
- purpose and types of virus protection for computer systems

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- purpose, management and types of electronic data removal and storage devices
- sources of assistance to resolve problems with computer systems and software when conducting thermal performance assessments
- types and purpose of NatHERS software tools and associated licensing conditions.

Assessment Conditions

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

This unit must be assessed in the workplace or a close simulation using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to:

- computer system, devices and software including current accredited NatHERS software to allow achievement of the performance evidence
- relevant hardware and software product information and operating manuals.

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

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CPPHES4004 Conduct thermal performance assessment of residential buildings

Modification History

Release 1 This version first released with CPC Property Services Training Package Release 5.0.

Supersedes and equivalent to CPPHSA4012A Conduct NatHERS assessment of planned residential buildings. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to analyse information to assess the thermal potential of the building envelope of planned residential buildings, and the thermal performance of existing residential buildings, including alterations and additions. Assessments involve a variety of building designs and materials across all jurisdictions using the regulatory mode of software accredited under the Nationwide House Energy Rating Scheme (NatHERS).

This unit is for individuals who work independently using specialised knowledge and skills to complete thermal performance assessments. It involves completing routine and non-routine tasks and dealing with predictable and sometimes unpredictable problems.

This unit forms part of the licensing requirements for thermal performance assessments. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

CPPCMN4008	Read plans, drawings and specifications for residential buildings
CPPHES4003	Operate and maintain computer system to support thermal performance assessments

Unit Sector

Home Sustainability.

Elements and Performance Criteria

Elements describe the	Performance criteria describe what needs to be done to

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essential outcomes.	demonstrate achievement of the element.
1 Prepare for thermal performance assessment.	1.1 Consult with client to confirm scope and purpose of assessment and respond to questions to clarify issues and concerns.
	1.2 Research and apply jurisdictional regulatory and NatHERS requirements to planned thermal performance assessment.
	1.3 Obtain documentation and drawings for the assessment and review to verify consistency and sufficiency to meet software, NatHERS technical notes and regulatory requirements.
	1.4 Refer inconsistencies in documentation or drawings back to client for clarification and amendment.
	1.5 Request additional information required to conduct assessment to meet client and regulatory requirements.
	1.6 Check computer equipment to ensure correct operation and confirm that software version and libraries are up to date according to regulatory requirements.
2 Collate and input information into NatHERS software tool.	2.1 Extract information required for input into software tool from building documentation and NatHERS technical notes.
	2.2 Enter extracted information into software tool according to regulatory requirements for the building.
	2.3 Enter information on non-standard building materials and designs, alterations and additions correctly according to software and regulatory requirements.
	2.4 Check inputted data and make necessary adjustments to ensure accuracy and compliance with regulatory requirements.
3 Model thermal performance of building.	3.1 Apply software tool functions to model thermal performance of building.
	3.2 Run simulation to determine if the building's potential thermal performance complies with regulatory requirements.

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	3.3	Check simulation against latest documentation set and amend identified discrepancies.
	3.4	Analyse software tool outputs to clarify assumptions, identify limitations and correct errors in data entry.
	3.5	Interpret software tool outputs and profile building's thermal performance.
4 Identify options to improve thermal performance of building.	4.1	Analyse strengths and weaknesses in thermal performance of building.
	4.2	Access technical advice and identify cost effective options for improving thermal performance considering outputs of thermal performance assessment, practicality and type of building.
	4.3	Identify interactions of identified improvements on other aspects of building performance.
	4.4	Use software tool to reassess building and impact of identified options on thermal performance.
5 Report and certify thermal performance assessment outcomes.	5.1	Finalise thermal performance assessment and collate design and assessment documentation in line with regulatory requirements in relevant jurisdictions and for auditing and quality assurance.
	5.2	Write up options and recommendations for achieving required energy efficiency rating according to regulatory requirements.
	5.3	Discuss assessment outcomes with relevant persons and obtain approval to proceed with certification according to organisational requirements.
	5.4	Submit NatHERS report through required portal to generate universal certificate.
	5.5	Confirm stamping is complete and secure documentation according to regulatory requirements.
	5.6	Store assessment documentation in accordance with regulatory requirements to enable recovery for audit and quality assurance purposes.

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Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- numeracy skills to interpret thermal performance outputs including U-values and R-values
- reading skills to interpret a variety of texts including regulations, codes, technical notes and building plans and specifications
- writing skills to complete standard forms and generate business correspondence and reports
- problem-solving skills to:
  - make recommendations based on the outputs of NatHERS software tools
  - determine optional improvements to thermal performance.

Unit Mapping Information

Supersedes and equivalent to CPPHSA4012A Conduct NatHERS assessment of planned residential buildings.

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

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Assessment Requirements for CPPHES4004 Conduct thermal performance assessment of residential buildings

Modification History

Release 1 This version first released with CPC Property Services Training Package Release 5.0.

Supersedes and equivalent to CPPHSA4012A Conduct NatHERS assessment of planned residential buildings. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by using an accredited Nationwide House Energy Rating Scheme (NatHERS) software tool to conduct thermal performance assessments of six residential buildings.

The assessments must be conducted in accordance with the requirements of the software, technical notes and jurisdictional regulatory requirements.

The buildings assessed must include:

- different designs appropriate to a tropical, a temperate and a cold climate zone
- a variety of building materials and designs appropriate to the climate zone.

These buildings must incorporate the following:

- one single story dwelling (a minimum of three bedrooms)
- one double storey dwelling (a minimum of three bedrooms)
- an apartment unit (two bedrooms) in a Class 2 building modelled as:
  - a ground floor unit over a basement/carpark
  - a middle level unit with neighbouring units above and below
  - and a top floor unit with a roof over
- one alteration works that includes an addition to one of the above dwellings.

Knowledge Evidence

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

- Australian climate zones, characteristics and data used in thermal performance assessments
- design features that influence the thermal comfort of buildings
- energy units of measurement and terminology associated with thermal performance assessments:
  - energy efficiency

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  - heating and cooling loads
  - solar heat gain coefficient (SHGC) and U-value
  - R values
- options to improve the thermal performance of buildings:
  - construction materials
  - draughtproofing
  - floor coverings
  - insulation levels
  - landscaping and plantings
  - orientation
  - overshadowing
  - passive heating and cooling
  - shade
  - structural changes
  - thermal mass
  - ventilation
  - window size, location, type and coverings
- passive design and thermal performance principles:
  - glazing
  - insulation
  - orientation
  - passive cooling
  - passive solar heating
  - shading
  - skylights
  - thermal mass
  - building sealing
  - thermal bridging and breaks
- regulatory and jurisdictional requirements for thermal performance assessments of residential buildings categorised as Class 1, 2, 4 and 10a of the National Construction Code (NCC)
- thermal performance properties of common building materials:
  - solar absorptance
  - heat transfer coefficients and U-values
  - material thickness
  - reflectivity
  - resistance heat flow up and down
  - solar heat gain coefficient and emissivity
  - thermal bridging and breaks
  - thermal resistance and R-values

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- types and operation of NatHERS accredited software tools:
  - assumptions and limitations as to what can be assessed which are inherent in NatHERS software protocols and accredited software
  - building and external elements included in NatHERS thermal performance assessments.

Assessment Conditions

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

This unit must be assessed in the workplace or a close simulation using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to:

- current accredited NatHERS software tool and associated equipment and manuals
- the NCC and jurisdictional guidelines associated with conducting NatHERS assessments
- residential building design documentation and technical information to allow achievement of the performance evidence
- NatHERS technical notes and software accreditation protocol.

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

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CPPHES4005 Assess household energy use and efficiency improvements

Modification History

Release 1 This version first released with CPC Property Services Training Package Release 5.0.

Supersedes and equivalent to CPPHSA4001A Assess household energy use. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to source and analyse information on household energy use and to advise on ways to improve energy efficiency and reduce energy costs in the home.

This unit is for individuals who work independently as home sustainability assessors using specialised knowledge to complete household energy assessments. It involves completing routine and non-routine tasks and dealing with predictable and sometimes unpredictable problems.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

None.

Unit Sector

Home Sustainability.

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Plan and organise energy assessment.	1.1 Consult with client to clarify purpose of energy use assessment and respond to questions and concerns.
	1.2 Confirm assessment requirements in line with client needs, legislation, regulations, standards, codes and

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		government incentive programs for energy efficiency.
	1.3	Plan energy use assessment in consultation with client and according to work health and safety (WHS) procedures.
	1.4	Prepare energy use assessment documentation.
	1.5	Confirm that required tools and equipment are available and in working order.
2 Compile information on household energy generation, use, and costs.	2.1	Gather information on energy use, onsite energy production and storage and energy costs.
	2.2	Access and interpret energy bills and metering data.
	2.3	Identify main sources of energy use.
	2.4	Carry out measurements and observations safely during on-site inspection to estimate energy usage for key energy using appliances.
	2.5	Gather information on household occupant behaviours and preferences that impact energy use.
	2.6	Record gathered information using suitable data collection tool.
3 Analyse data on household energy use.	3.1	Identify key features of household energy usage and estimate costs and greenhouse gas emissions for key appliances.
	3.2	Reconcile energy use with energy billing data.
	3.3	Identify cost effective measures and behavioural opportunities for improving energy efficiency.
	3.4	Identify government rebates and other assistance programs for improving household energy efficiency.
	3.5	Estimate energy, emissions and cost savings to be gained by implementing measures for improving energy efficiency.

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4	Provide information on residential renewable energy.	4.1 Source technical information on renewal energy production and storage technologies and inform client.
		4.2 Evaluate suitability of using residential property for renewable energy systems and discuss with client.
		4.3 Identify feed in tariffs, government rebates and other assistance programs for installing energy production and storage technologies.
5	Report findings of household energy assessment.	5.1 Collate results, recommendations and supporting evidence of energy use assessment.
		5.2 Document options and potential savings and prioritise recommendations for energy efficiency measures in line with client needs.
		5.3 Explain report, indicative costs and improvements in household energy efficiency to client.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to interact with clients from diverse social, economic and cultural backgrounds
- numeracy skills to interpret data from gas and electricity meters and accounts and calculate costs and greenhouse gas emissions
- reading skills to interpret data from gas and electricity meters and the outputs of energy measuring tools, technical data from product specifications
- technology skills to use basic computer functions, calculators and measuring tools.

Unit Mapping Information

Supersedes and equivalent to CPPHSA4001A Assess household energy use.

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

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Assessment Requirements for CPPHES4005 Assess household energy use and efficiency improvements

Modification History

Release 1 This version first released with CPC Property Services Training Package Release 5.0.

Supersedes and equivalent to CPPHSA4001A Assess household energy use. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by safely conducting energy use assessments and identifying efficiency improvements for three different households.

Knowledge Evidence

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

- alternative energy production and storage technologies applicable to residential buildings
- energy ratings and power consumption of common household appliances
- energy types and units of measurement
- hazards and risks and types of personal protective equipment (PPE) to be used when conducting on-site assessments of household energy use
- key requirements of relevant codes, standards, regulations and government incentive programs for household energy efficiency
- major systems and other sources of household energy use:
  - cooking
  - refrigeration
  - washing and drying
  - home entertainment and home office equipment
  - heating and cooling
  - internal and external appliances
  - lighting
  - swimming pools and spas
  - water heating
  - water pumps
- methods for interpreting household energy bills:
  - actual and estimated bills

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  - plans
  - tariffs
- strategies for improving household energy efficiency including impact of building shell on heating/cooling energy use, upgrade options and behavioural changes
- trends in energy use and emissions
- types and uses of energy measuring tools.

Assessment Conditions

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

This unit must be assessed in the workplace or a close simulation using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to:

- residential buildings to allow achievement of the performance evidence
- codes, standards, legislation and government programs relevant to energy efficiency
- manufacturers' product information on domestic appliances, water heating systems, heating and cooling systems, lighting and electronic products
- technical information on energy production and storage technologies
- personal protective equipment and energy measurement and data collection tools and documentation.

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

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CPPHES4006 Assess household water use and efficiency improvements

Modification History

Release 1 This version first released with CPC Property Services Training Package Release 5.0.

Supersedes and equivalent to CPPHSA4003A Assess household water use. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to source and analyse information on household water use and to advise on ways to improve water efficiency and conservation in the home.

This unit is for individuals who work independently as home sustainability assessors using specialised knowledge to complete household water assessments. It involves completing routine and non-routine tasks and dealing with predictable and sometimes unpredictable problems.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

None.

Unit Sector

Home Sustainability.

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Plan and organise water use assessment.	1.1 Consult with client to clarify purpose of water use assessment and respond to questions and concerns.
	1.2 Confirm assessment requirements in line with client needs, water authorities, legislation, regulations, standards, codes and government incentive programs for

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		water efficiency.
	1.3	Plan water use assessment in consultation with client and according to work health and safety (WHS) requirements.
	1.4	Prepare documentation required to conduct energy use assessment.
	1.5	Confirm that required tools and equipment are available and in working order.
2 Compile information on household water use and costs.	2.1	Gather information from client to identify main systems and sources of water use including relevant water collection and reuse systems.
	2.2	Access and interpret water bills and seasonal usage.
	2.3	Carry out measurements and observations during on-site inspection to safely confirm main sources, systems and water usage.
	2.4	Gather information on household occupant behaviours and preferences that impact water use.
	2.5	Record gathered information using suitable data collection tool.
3 Analyse data on household water use and conservation.	3.1	Identify key features of household water use and calculate costs and greenhouse gas emissions.
	3.2	Reconcile calculated water use with water bill data.
	3.3	Identify cost effective measures and behavioural opportunities for improving water efficiency.
	3.4	Identify government rebates and other assistance programs for improving household water efficiency.
	3.5	Estimate water, emissions and cost savings to be gained by implementing measures for improving water efficiency.
4 Assess feasibility of	4.1	Identify regulatory and local government requirements

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using water collection and reuse measures on the property.		for water harvesting and wastewater use.
	4.2	Source technical information on water harvesting, diversion and wastewater use technologies and evaluate suitability for the residential property in line with jurisdictional regulations.
	4.3	Calculate volume of potential water harvesting opportunity.
	4.4	Identify government rebates and other assistance programs for installing water harvesting and greywater use technologies.
	4.5	Estimate return on investment for the installation of water harvesting and greywater use technologies.
	4.6	Identify advantages and disadvantages of using property for water harvesting and greywater use technologies.
5 Report findings of household water use assessment.	5.1	Collate results, recommendations and supporting evidence of water use assessment.
	5.2	Document options, potential savings and prioritise recommendations for water efficiency measures.
	5.3	Explain report and indicative costs, potential savings and improvements in household water efficiency to client.
	5.4	Advise client of applicable regulatory or local government requirements impacting findings of household water use assessment.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to use language and terminology suitable to the audience
- numeracy skills to apply mathematical concepts in calculating and comparing costs and water use
- reading skills to interpret data from water meters and the outputs of water measuring tools.

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Unit Mapping Information

Supersedes and equivalent to CPPHSA4003A Assess household water use.

Links

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Assessment Requirements for CPPHES4006 Assess household water use and efficiency improvements

Modification History

Release 1 This version first released with CPC Property Services Training Package Release 5.0.

Supersedes and equivalent to CPPHSA4003A Assess household water use. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by safely conducting water use assessments and identifying efficiency improvements for three different households.

Knowledge Evidence

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

- alternative water harvesting, diversion and waste water (greywater, purple-water and blackwater) use technologies
- characteristics of external residential water services:
  - domestic irrigation and reticulation systems
  - evaporative coolers
  - greywater systems
  - recycled systems
  - swimming pools and spas
- characteristics of internal residential water services:
  - age
  - average daily use
  - capacity
  - condition
  - flow rate
  - leaks and drips
  - suitability for size of household
  - water efficiency rating
  - water saving features
- household water sources and water saving features
- impact of occupant behaviours on water consumption

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- key requirements of relevant codes, standards, regulations and government incentive programs for water efficiency
- major indoor and outdoor services, systems, appliances, fittings contributing to household water use
- regulatory and jurisdictional requirements for water harvesting, recycled and greywater reuse
- relationship between greenhouse gas emissions and household water use
- safe work requirements for on-site assessments of household water use and potential hazards:
  - biological hazards associated with blackwater, purple-water and greywater
  - confined spaces
  - electricity
  - faulty appliances and electrocution
  - hazardous substances
  - types of personal protective equipment (PPE) to be used
- sources of data on domestic water use and costs:
  - water bills:
    - units of measurement and tariffs
  - water meters:
    - conventional and smart
- water efficiency and labelling standards (WELS) and strategies for improving household water efficiency
- water efficient gardening practices.

Assessment Conditions

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

This unit must be assessed in the workplace or a close simulation using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to:

- residential buildings to allow achievement of the performance evidence
- codes, standards, legislation and government programs relevant to water efficiency
- major internal and external residential water services, systems, appliances and fittings
- technical information on:
  - wastewater (blackwater, purple-water and greywater) use technologies
  - water services, systems, appliances and fittings
  - water harvesting diversions
- PPE and water measurement and data collection tools and documentation.

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Links

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CPPHES4007 Assess thermal performance of existing residential buildings

Modification History

Release 1 This version first released with CPC Property Services Training Package Release 5.0.

Supersedes and equivalent to CPPHSA4004A Assess thermal performance of existing residences using non-rating tools and techniques. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to source and analyse information on the thermal performance of existing residences. It includes providing advice on ways to improve thermal performance accounting for ownership and type of building, costs and practicalities of implementing improvement recommendations.

This unit is for individuals who work independently as home sustainability assessors using specialised knowledge to complete thermal performance assessments. It involves completing routine and non-routine tasks and dealing with predictable and sometimes unpredictable problems.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

None.

Unit Sector

Home Sustainability.

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Plan and organise thermal performance assessment.	1.1 Consult with client to clarify purpose of thermal performance assessment and respond to questions and concerns.

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	1.2	Confirm assessment requirements in line with client needs, legislation, regulations, standards, codes and government incentive programs for improving thermal performance of existing residential buildings.
	1.3	Plan thermal performance assessment in consultation with client and according to work health and safety (WHS) requirements.
	1.4	Prepare thermal performance assessment documentation and confirm that required tools and equipment are available and in working order.
2 Compile and analyse information on thermal performance of residence.	2.1	Gather information from client to clarify building use and construction details.
	2.2	Select and fit required personal protective equipment (PPE).
	2.3	Carry out measurements and observations during on-site inspection to confirm factors impacting thermal performance.
	2.4	Record information using appropriate data collection tool.
	2.5	Analyse information to identify strengths and weaknesses in thermal performance of residence.
3 Analyse options for improving thermal performance of residence.	3.1	Source technical information on building thermal performance and evaluate suitability for existing residence.
	3.2	Identify government rebates and other assistance programs for thermal performance of existing residential buildings.
	3.3	Evaluate options for improving thermal performance and reducing emissions of the residence.
	3.4	Identify cost effective measures for improving thermal performance of the residence according to organisational requirements.

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4	Report findings of thermal performance assessment.	4.1 Collate results, recommendations and supporting evidence of thermal performance assessment.
		4.2 Write up options and prioritise recommendations for thermal performance improvements.
		4.3 Discuss report and indicative costs and improvements in thermal performance with client.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to interact with clients from diverse social, economic and cultural backgrounds
- numeracy skills to interpret different units of measurement associated with existing residential buildings and their construction features.

Unit Mapping Information

Supersedes and equivalent to CPPHSA4004A Assess thermal performance of existing residences using non-rating tools and techniques.

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

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Assessment Requirements for CPPHES4007 Assess thermal performance of existing residential buildings

Modification History

Release 1 This version first released with CPC Property Services Training Package Release 5.0.

Supersedes and equivalent to CPPHSA4004A Assess thermal performance of existing residences using non-rating tools and techniques. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by conducting thermal performance assessments and identifying thermal performance improvements for a minimum of two different existing residential buildings.

Knowledge Evidence

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

- Australian climate zones, characteristics and data used in thermal performance assessments:
  - diurnal temperature range
  - humidity
  - irradiance
  - minimum and maximum temperature
  - solar geometry
  - wind speed and direction
- building thermal performance principles:
  - glazing, shading and insulation for controlling temperature
  - orientation impacts
  - thermal mass for storing
  - ventilation
- definition of thermal comfort and its role in thermal performance assessments
- hazards and risks and types of personal protective equipment (PPE) to be used when conducting on-site thermal performance assessments
- impact of building design and materials on thermal performance:
  - condensation
  - constraints on choice of building materials

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  - embodied energy and lifecycle properties of building materials
  - thermal performance properties of common building materials
- key requirements of codes, standards, regulations and government incentive programs associated with improving the thermal performance of existing residences
- options for improving thermal performance of existing residences
- passive energy design principles
- physical factors that influence thermal comfort
- relationship between building design, energy consumption and greenhouse gas emissions
- relationship between building thermal performance and thermal comfort
- requirements, documentation and uses of thermal performance ratings
- safe work requirements for on-site thermal performance assessments
- types, advantages and disadvantages of non-rating tools and techniques used to assess thermal performance of residential buildings
- units of measurement for energy and power associated with thermal performance assessments.

Assessment Conditions

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

This unit must be assessed in the workplace or a close simulation using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to:

- existing residential buildings to allow achievement of the performance evidence
- codes, standards, legislation and government programs relevant to thermal performance of buildings
- required tools and equipment including PPE
- technical reference library and/or (online) access to current technical publications on:
  - building design and materials
  - house energy rating schemes (HERS)
  - building thermal performance for existing buildings
  - Australian climate zones
  - manufacturers’ product information on building products and materials.

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

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CPPHES4008 Assess household waste generation and waste management improvements

Modification History

Release 1 This version first released with CPC Property Services Training Package Release 5.0.

Supersedes and equivalent to CPPHSA4002A Assess household waste generation and management. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to collect and analyse information on household waste and advise on ways to reduce waste and improve waste management in the home.

This unit is for individuals who work independently as home sustainability assessors using specialised knowledge to complete household waste assessments. It involves completing routine and non-routine tasks and dealing with predictable and sometimes unpredictable problems.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

None.

Unit Sector

Home Sustainability.

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Plan and organise waste assessment.	1.1 Consult with client to clarify purpose of waste assessment and respond to questions to clarify issues and concerns.

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	1.2	Confirm assessment requirements in line with client needs, legislation, regulations, standards, codes and government incentive programs for household waste management.
	1.3	Plan waste assessment in consultation with client and according to work health and safety (WHS) procedures.
	1.4	Prepare waste assessment documentation and identify local waste collection methods and recycling centres.
	1.5	Confirm that required tools and equipment are available and in working order.
2 Compile information on household waste generation and management.	2.1	Gather information from client and onsite inspection to identify source, types and volume of waste generated by household and waste management practices.
	2.2	Identify current waste management practices.
	2.3	Select and fit required personal protective equipment (PPE).
	2.4	Carry out measurements and observations during on-site inspection to confirm characteristics and quantity of main types of household waste.
	2.5	Gather information on household occupant behaviours and preferences that impact waste generation and management.
	2.6	Record gathered information using suitable data collection tool.
3 Analyse options for reducing household waste and improving waste management.	3.1	Identify waste streams in household waste.
	3.2	Source information on household waste management strategies and evaluate suitability for use in residence.
	3.3	Identify government rebates and other assistance programs for household waste reduction and management.
	3.4	Evaluate options for improving waste management and potential impact on household.

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	3.5	Estimate waste volume and emission savings for reductions in waste generation and improvements in waste management.
4 Report findings of household waste assessment.	4.1	Collate results, recommendations and supporting evidence of waste assessment.
	4.2	Document options and prioritise recommendations for waste management improvements.
	4.3	Explain and discuss report and improvements in household waste management with client.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to interact with clients from diverse social, economic and cultural backgrounds
- numeracy skills to calculate number, percentage, volume and weight of waste quantities and use measuring tools.

Unit Mapping Information

Supersedes and equivalent to CPPHSA4002A Assess household waste generation and management.

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

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Assessment Requirements for CPPHES4008 Assess household waste generation and waste management improvements

Modification History

Release 1 This version first released with CPC Property Services Training Package Release 5.0.

Supersedes and equivalent to CPPHSA4002A Assess household waste generation and management. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by safely conducting waste assessments and identifying waste management improvements for three different households.

Knowledge Evidence

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

- forms of household waste:
  - landfill waste
  - recyclables
  - soft plastics
  - organics
  - e-waste
  - hard waste
  - hazardous waste
  - clothing
- hazards and risks and types of personal protective equipment (PPE) to be used when conducting on-site assessments of household waste
- impact of attitudes, behaviours and preferences of household members on waste generation and management
- municipal waste and recycling requirements
- options for reducing waste and improving household waste management:
  - behaviour change
  - recycling
  - reducing
  - reusing

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- relationship between waste and greenhouse gas emissions
- relevant codes, standards, regulations and government rebates and incentive programs for household waste management
- sampling and recording techniques used when conducting household waste assessments
- safe work requirements for on-site assessments of household waste
- strategies for improving household waste management
- techniques for gathering information and measuring household waste
- trends in household waste and factors impacting on those trends
- types, streams and characteristics of household waste
- visual assessment and measurement techniques used when assessing household waste.

Assessment Conditions

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

This unit must be assessed in the workplace or a close simulation using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to:

- residential buildings to allow achievement of the performance evidence
- codes, standards, legislation and government programs relevant to household waste management
- technical information on household waste reduction and management
- PPE and data collection tools and documentation.

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

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CPPHES4009 Promote the adoption of home sustainability practices

Modification History

Release 1 This version first released with CPC Property Services Training Package Release 5.0.

Supersedes and equivalent to CPPHSA4007A Promote the adoption of home sustainability practices by residents. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to promote behaviour change and the adoption of home sustainability practices by residents.

This unit is for individuals who work independently using specialised knowledge to complete routine and non-routine tasks and deal with predictable and sometimes unpredictable problems in sustainability practices within the home.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

None.

Unit Sector

Home Sustainability.

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Assess readiness of residents to adopt home sustainability practices.	1.1 Establish rapport with residents and respond to resident questions and concerns about home sustainability issues.
	1.2 Establish influences that impact on resident attitudes to home sustainability.
	1.3 Identify barriers to residents adopting home

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		sustainability practices.
	1.4	Identify factors and motivations of residents that impact willingness to change behaviour and adopt home sustainability practices.
	1.5	Address information needs of residents in relation to home sustainability practices.
	1.6	Reinforce positive attitudes and behaviours demonstrated by residents in relation to home sustainability practices.
2 Develop an implementation plan.	2.1	Assist residents to identify and prioritise their home sustainability needs.
	2.2	Support residents to identify home sustainability practices consistent with their priorities, motivation, budget, timeframes and confidence levels.
	2.3	Explain resources, rebates and other forms of assistance available to support implementation of identified home sustainability practices.
	2.4	Consult with residents to develop strategies to overcome barriers and maximise the adoption of improved sustainability practices.
	2.5	Consult with residents to identify measures to assess improvements in home sustainability practices.
	2.6	Consult with residents to document a plan to monitor and review progress in adopting home sustainability practices.
3 Provide follow-up services.	3.1	Collaborate with residents to review the process and outcomes of home sustainability practices.
	3.2	Identify further strategies and next steps according to resident needs.

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Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- technology skills to use general purpose software packages to collate information and produce written reports.

Unit Mapping Information

Supersedes and equivalent to CPPHSA4007A Promote the adoption of home sustainability practices by residents.

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

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Assessment Requirements for CPPHES4009 Promote the adoption of home sustainability practices

Modification History

Release 1 This version first released with CPC Property Services Training Package Release 5.0.

Supersedes and equivalent to CPPHSA4007A Promote the adoption of home sustainability practices by residents. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by assisting residents in three different households to establish a plan for adopting home sustainability practices, and to review their progress.

Knowledge Evidence

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

- barriers to adopting home sustainability practices
- behaviour change:
  - barriers to voluntary behaviour change
  - factors that increase likelihood of voluntary behaviour change
  - strategies to promote behaviour change
- communication strategies to establish rapport
- data, data collection methods and success measures related to resident adoption of home sustainability practices
- factors that increase the likelihood of voluntary adoption of home sustainability practices
- home sustainability practices:
  - energy use and management
  - refusing, reducing, reusing, recycling
  - thermal performance
  - waste minimisation and management
  - water use and management.

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Assessment Conditions

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

This unit must be assessed in the workplace or a close simulation using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to:

- data collection tools
- relevant codes, standards and government regulations
- access to residents participating in a home sustainability assessment
- technology suitable for generating reports
- technical reference library and/or (online) access to current technical publications on:
  - promotion of behaviour change
  - home sustainability practices.

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

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CPPHES5001 Conduct thermal performance assessment of complex residential buildings

Modification History

Release 1 This version first released with CPC Property Services Training Package Release 5.0.

Supersedes and equivalent to CPPHSA5001A Assess thermal performance of complex residential buildings. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to analyse information to assess the thermal potential of the building envelope of planned residential buildings and the thermal performance of existing residential buildings, including alterations and additions, involving complex construction methods and materials. Assessments are conducted using the regulatory mode of software accredited under the Nationwide House Energy Rating Scheme (NatHERS) and require client consultation to devise solutions to achieve required energy ratings.

This unit is suitable for those using a broad range of cognitive, technical and communication skills to select and apply methods and technologies to analyse information and provide solutions to sometimes complex problems.

This unit forms part of the licensing requirements for thermal performance assessments. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

CPPHES4004 Conduct thermal performance assessment of residential buildings.

Unit Sector

Home Sustainability.

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.

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1 Prepare for thermal performance assessment.	1.1	Consult with client to confirm scope and purpose of assessment and respond to questions to clarify issues and concerns.
	1.2	Check and apply relevant jurisdictional requirements to planned thermal performance assessment.
	1.3	Obtain documentation and drawings required for the assessment and check to verify consistency and sufficiency to meet software and regulatory requirements.
	1.4	Refer inconsistencies in documentation back to client for clarification and amendment.
	1.5	Analyse complex features of building envelope and construction methods and materials, and source technical advice to clarify requirements for thermal performance assessment.
	1.6	Source additional information required to conduct assessment to meet client and regulatory requirements.
	1.7	Check computer equipment to ensure correct operation and confirm software version and libraries are current and meet regulatory requirements.
2 Collate and input information into NatHERS software tool.	2.1	Extract information required for input into software tool from building documentation and NatHERS technical notes.
	2.2	Enter extracted information into software tool according to regulatory requirements for all relevant building zones.
	2.3	Source and enter information about non-standard building materials and designs, alterations and additions correctly according to software and regulatory requirements.
	2.4	Check inputted data and make necessary adjustments to ensure accuracy and compliance with regulatory requirements.
3 Model thermal	3.1	Apply software tool functions and modelling methods

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	performance of building.	suitable for building type and construction methods and materials.
		3.2 Run simulation to determine if the potential thermal performance of the building complies with regulatory requirements.
		3.3 Check simulation against latest documentation and amend identified discrepancies.
		3.4 Analyse software tool outputs to clarify assumptions, identify limitations and correct errors in data entry.
		3.5 Interpret software tool outputs and profile thermal performance strengths and weaknesses of building.
4	Identify options to improve thermal performance of building.	4.1 Analyse profiled strengths and weaknesses in thermal performance of building.
		4.2 Access technical advice and identify cost effective options for improving thermal performance considering outputs of thermal performance assessment, client needs, practicality and building type.
		4.3 Identify interactions of suggested improvements on other aspects of building performance.
		4.4 Use software tool to reassess building and impact of identified options on thermal performance.
5	Evaluate options to achieve required energy rating.	5.1 Conduct further analysis to identify changes to building design features to achieve required energy rating.
		5.2 Consult with client to present options, discuss viability of changes and seek direction for building reassessment.
		5.3 Apply software tool functions and modelling methods to generate thermal performance simulations based on recommended changes to design features.
		5.4 Negotiate with client to agree on the use of alternative materials or features to achieve required energy rating.
6	Report and certify	6.1 Finalise thermal performance assessment and collate

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thermal performance assessment outcomes.	design and assessment documentation in line with relevant jurisdictional regulatory requirements and for auditing and quality assurance.
6.2	Document options and recommendations for achieving required energy efficiency rating according to regulatory requirements.
6.3	Discuss assessment outcomes with relevant persons and obtain approval to proceed with certification according to organisational requirements.
6.4	Submit NatHERS report through required portal to generate universal certificate.
6.5	Confirm stamping is complete and secure documentation according to regulatory requirements.
6.6	Store assessment documentation according to regulatory requirements and to enable recovery for audit and quality assurance purposes.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to interact with clients from diverse social, economic and cultural backgrounds
- numeracy skills to interpret thermal performance outputs including U-values and R-values.

Unit Mapping Information

Supersedes and equivalent to CPPHSA5001A Assess thermal performance of complex residential buildings.

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

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Assessment Requirements for CPPHES5001 Conduct thermal performance assessment of complex residential buildings

Modification History

Release 1 This version first released with CPC Property Services Training Package Release 5.0.

Supersedes and equivalent to CPPHSA5001A Assess thermal performance of complex residential buildings. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by using an accredited Nationwide House Energy Rating Scheme (NatHERS) software tool to conduct thermal performance assessments of three complex residential buildings. The buildings assessed must include different designs:

- appropriate to a tropical, a temperate and a cold climate zone
- to fit sites with different exposures, topography and a wide diurnal temperate range
- that use climate-appropriate construction methods and materials
- involve complex levels, built shading devices and void arrangements

and incorporate the following:

- one single storey dwelling with:
  - a minimum of three bedrooms
  - one ground floor split level
  - two different ground floor construction
  - three different roof constructions including raked ceilings, sloping walls and at least three clerestory windows, dormer construction, split style walls
- one triple storey dwelling (a minimum of four bedrooms) with:
  - an underground basement/garage with a different footprint
  - a ground floor and a first floor
  - a habitable attic space with at least two dormer windows
  - a lift from the basement to both the ground floor and first floor
- one open-plan studio apartment.

The assessments must be conducted according to the requirements of the software, technical notes and jurisdictional regulations.

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Knowledge Evidence

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

- Australian climate zones, characteristics and data used in thermal performance assessments
- design features that influence the thermal comfort of buildings
- energy units of measurement and terminology associated with thermal performance assessments:
  - energy efficiency
  - heating and cooling loads
  - solar heat gain coefficient (SHGC) and U-value
  - R-values
- options to improve thermal performance of buildings:
  - construction materials
  - sealing the building envelope
  - floor coverings
  - insulation levels
  - orientation
  - overshadowing
  - passive heating and cooling
  - shade
  - structural changes
  - thermal mass
  - ventilation
  - window size, location, type and coverings
- principles of passive design:
  - glazing
  - insulation
  - orientation
  - passive cooling
  - passive solar heating
  - shading
  - thermal bridging and breaks
- regulatory requirements for thermal performance assessments of residential buildings categorised as Class 1, 2, 4 and 10a of the National Construction Code (NCC)
- thermal performance properties of a variety of building materials:
  - solar absorptance
  - heat transfer coefficients and U-values
  - material thickness
  - reflectivity
  - resistance heat flow up and down

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  - solar heat gain coefficient and emissivity
  - thermal bridging and breaks
  - thermal resistance and R-values
- thermal performance ratings:
  - current rating requirements
  - documentation of ratings
  - legal requirements
  - uses
- types and operation of NatHERS accredited software tools:
  - assumptions and limitations as to what can be assessed inherent in NatHERS software protocols and accredited software
  - building and external elements included in NatHERS thermal performance assessments
  - requirements for modelling complex buildings and non-standard materials.

Assessment Conditions

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

This unit must be assessed in the workplace or a close simulation using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to:

- current accredited NatHERS software tool and associated equipment and manuals
- the NCC and jurisdictional guidelines associated with conducting NatHERS assessments
- residential building design documentation and technical information to allow achievement of the performance evidence
- NatHERS technical notes and software accreditation protocol.

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

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CPPINV3026 Work effectively in investigative services

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3026A Work effectively in the investigative services industry. Updated to meet the Standards for Training Packages

Application

This unit specifies the skills and knowledge required to work effectively in investigative services. It includes interpreting and applying legal and procedural requirements governing investigative services, understanding regulatory powers provided under the legislation and acts and omissions that comprise non-compliance or offences. It also includes contributing to positive workplace relationships with colleagues and clients, modelling high standards of performance and developing and maintaining competence in investigative services.

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

This unit forms part of the licensing requirements for people engaged in investigative services in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Investigative services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Interpret and apply legal and procedural requirements for	1.1 Identify and review legal and procedural requirements governing investigative services in the jurisdiction of operation.

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	investigative services.	1.2 Clarify regulatory powers provided under the legislation and the boundaries of those powers in consultation with relevant persons.
		1.3 Identify and confirm acts and omissions that comprise non-compliance or offences under the legislation.
		1.4 Apply legal and procedural requirements to work instructions to ensure compliance.
2	Contribute to positive workplace relationships.	2.1 Identify and use workplace networks to build positive relationships with colleagues and clients.
		2.2 Support colleagues to resolve work difficulties.
		2.3 Deal constructively with workplace conflict within established organisational processes.
		2.4 Regularly review workplace outcomes and implement improvements in consultation with relevant persons.
3	Model high standards of investigative performance.	3.1 Organise, prioritise and sequence investigative services tasks to ensure completion within agreed timeframes according to work instructions.
		3.2 Promptly identify factors affecting the achievement of work tasks and implement corrective actions in consultation with relevant persons.
		3.3 Identify and uphold ethical standards and industry codes of conduct in providing investigative services.
		3.4 Recognise and report breaches of industry codes of practice.
4	Develop and maintain investigative competence.	4.1 Use self-assessment, reflection and feedback to identify areas for improvement in own professional competence.
		4.2 Source, evaluate, select and use opportunities to develop and maintain professional competence.
		4.3 Participate in professional networks to improve knowledge of investigative practices, technologies and

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trends.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to interact effectively with colleagues and clients from diverse social, economic and cultural backgrounds
- reading skills to interpret key requirements of policies, procedures and regulations.

Unit Mapping Information

Supersedes and equivalent to CPPSEC3026A Work effectively in the investigative services industry.

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

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Assessment Requirements for CPPINV3026 Work effectively in investigative services

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3026A Work effectively in the investigative services industry. Updated to meet the Standards for Training Packages

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by working effectively in investigative services while completing work instructions for three different investigations:

- one general insurance investigation
- one compulsory third party liability investigation
- one workers compensation investigation.

For each investigation, the candidate must document a summary of legislative requirements in the jurisdiction of operation plus one other jurisdiction, and how these were applied to the investigation.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when working in investigative services:
  - regulatory powers provided to investigators under the legislation and acts and omissions that comprise non-compliance or offences
  - duties of investigators to follow instructions, act in person and act in the interests of the client
  - legislative requirements associated with:
    - operational transport
    - privacy
    - surveillance, listening and recording devices
    - taking statements from individuals
    - workers compensation
  - licensing requirements for investigative services in Australia

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  - rights of investigative subjects including privacy and protection of reputation
  - work health and safety including work-related compensation and transport accident requirements for investigators in each jurisdiction
- available workplace networks that can be used to build positive relationships
- evidence management principles
- factors that may affect the achievement of work tasks and types of corrective actions that can be taken
- limits of own responsibilities and authority to undertake investigations
- professional networks and associations available within investigative services
- purpose and application of industry and client codes of conduct and service agreements for investigative services
- self-assessment, reflection and feedback techniques that can be used to identify areas for improvement in professional practice
- sources of professional advice to maintain and develop professional competence
- techniques for conflict resolution and dealing with difficult situations in the workplace
- time management and scheduling techniques
- types of investigative behaviours that are unethical, illegal or represent misconduct.

Assessment Conditions

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

All individuals engaged by an RTO for investigations licensing purposes must hold the licence for performing the investigations activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- work instructions, documentation, legislation, regulations, codes of conduct, service agreements and information technologies 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

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CPPINV3027 Develop investigation plans

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3027A Develop investigative plan. Updated to meet the Standards for Training Packages

Application

This unit specifies the skills and knowledge required to develop and document an investigation plan. It includes scoping investigation parameters, selecting investigation methodologies based on factual and surveillance techniques, and ensuring legal compliance for investigative and evidence collection processes.

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

This unit forms part of the licensing requirements for people engaged in investigative services in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Investigative services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Confirm investigation requirements.	1.1 Review investigation brief and associated information to clarify investigation purpose, scope and timeframes.
	1.2 Source additional information in consultation with relevant persons to clarify investigation requirements.
	1.3 Review legal rights and responsibilities and confirm

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		required authorisations to conduct investigation and collect evidence.
2 Determine investigation methodology.	2.1	Gather and assess information to support investigation and confirm validity of sources.
	2.2	Select investigation methods that meet investigation brief and comply with legal requirements for collecting, preserving and presenting evidence.
	2.3	Identify required resources and equipment and confirm their availability and efficiency in meeting investigation brief and budget.
	2.4	Assess risk associated with investigation methods and apply contingency measures to ensure safety and regulatory compliance.
	2.5	Identify limitations in conducting investigation and seek required assistance in consultation with relevant persons.
3 Finalise investigation plan.	3.1	Write investigation plan in accordance with workplace standards for style, format and accuracy.
	3.2	Review investigation plan to confirm completeness and accuracy to meet investigation brief and make required modifications.
	3.3	Securely store investigation information in a manner that facilitates future retrieval and maintains confidentiality.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to interpret diverse or conflicting pieces of information when clarifying investigation requirements.

Unit Mapping Information

Supersedes and equivalent to CPPSEC3027A Develop investigative plan.

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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

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Assessment Requirements for CPPINV3027 Develop investigation plans

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3027A Develop investigative plan. Updated to meet the Standards for Training Packages

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by developing three different investigation plans:

- two factual investigation plans:
  - one for a general insurance investigation **or** one for a financial crime investigation
  - one for a workers compensation investigation **or** one internal discipline investigation
- one surveillance investigation plan.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when developing investigation plans:
  - authorities and legal rights of investigators
  - investigative actions that may result in breach of confidence, privacy or other offence under legislation
  - legislative restrictions on the use of recording devices
  - work health and safety requirements
- equipment and resources used to conduct investigations involving factual and surveillance investigative methods
- purpose, benefits and limitations of different investigation methods:
  - factual
  - surveillance
- sources of evidence and methods for:
  - collecting, preserving and presenting evidence during an investigation
  - ensuring continuity of evidence and chain of custody during investigations
- techniques for sourcing and validating information when planning investigations.

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Assessment Conditions

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

All individuals engaged by an RTO for investigations licensing purposes must hold the licence for performing the investigations activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- investigation briefs and associated documentation, information technologies and materials 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

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CPPINV3028 Investigate and locate subjects

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

New unit.

Application

This unit specifies the skills and knowledge required to locate subjects using investigative search techniques. It includes researching the subject's background information and possible whereabouts, searching open source intelligence, databases, public records and documentation, and identifying and following leads to trace and locate the subject.

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

This unit forms part of the licensing requirements for people engaged in investigative services in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Investigative services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Plan investigation and profile subject.	1.1 Review work instructions, procedures and workplace policies to ensure required authorisations and compliance with legal rights and responsibilities when investigating and locating subjects.
	1.2 Clarify investigation and client requirements in consultation with relevant persons.

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	1.3	Check validity of client intentions and information obtained as part of investigative brief to ensure compliance with ethical obligations.
	1.4	Conduct research to gather background information on subject and identify possible contacts and locations.
	1.5	Assess and verify the reliability of available data and plan investigation activities to meet required timeframes.
2 Conduct investigation to locate subject.	2.1	Make field calls to identify and follow leads to trace subject.
	2.2	Search open source intelligence and databases to identify and follow leads to trace subject.
	2.3	Examine public records and documentation to identify and follow leads to trace subject.
	2.4	Review search results to identify and follow alternative search avenues to locate subject.
3 Report investigation outcomes.	3.1	Document times, dates, occurrences, results and sources of investigation activities.
	3.2	Analyse investigation outcomes and recommend further actions to meet work instructions.
	3.3	Present report to relevant persons within agreed timeframes.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to use questioning and active listening during field calls
- reading skills to interpret information in diagrammatic and numerical formats such as photographs, maps, addresses and phone numbers.

Unit Mapping Information

No equivalent unit.

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Links

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Assessment Requirements for CPPINV3028 Investigate and locate subjects

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

New unit.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by investigating and locating three different subjects.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when investigating and locating subjects:
  - authorities and legal rights of investigators
  - actions that may result in breach of confidence, privacy or other offence under legislation
  - duties of the investigator to follow instructions, act in person and act in the interests of the client
  - rights of subjects including privacy and protection of reputation
  - work health and safety requirements
- methods for verifying the validity and reliability of information gathered as part of an investigation
- search techniques used to locate subjects using:
  - internet browsers and search tools
  - investigator databases
  - open source intelligence including deep web research and social media analysis
  - public records including property documents, work and court records
  - interviews with known associates, colleagues and neighbours
- types of field calls used to investigate and locate subjects
- types of investigative behaviours that are unethical, illegal or represent misconduct.

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Assessment Conditions

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

Assessors must hold the licence for performing the investigations activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- work instructions and associated documentation, office equipment, technologies and consumables 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

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CPPINV3029 Provide quality investigative services to clients

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3029A Provide quality investigative services to clients. Updated to meet the Standards for Training Packages

Application

This unit specifies the skills and knowledge required to provide quality investigative services to clients. It includes identifying client needs and preferences and negotiating to offer factual or surveillance investigation options to meet client requirements. It includes delivering and monitoring investigative services, gathering and organising investigative evidence, and implementing contingency measures to respond to problems and changing circumstances. The unit requires reviewing client satisfaction, handling complaints and using feedback as the basis for improved service delivery.

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

This unit forms part of the licensing requirements for people engaged in investigative services in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Investigative services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Identify client needs and service preferences.	1.1 Review workplace policies and procedures to ensure compliance with legal rights and responsibilities when providing services to clients.

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	1.2	Use interpersonal techniques to clarify scope of investigation and client service preferences, needs and expectations.
	1.3	Discuss benefits and limitations of investigative options to meet client needs.
	1.4	Provide client with information about investigative services and methods to meet their specific needs, and assist client to select preferred option.
	1.5	Recognise personal limitations that may impede the provision of required client services and seek assistance from relevant persons.
2 Deliver quality client service.	2.1	Provide investigative services following work instructions and identified client needs.
	2.2	Identify client's special requirements and adjust investigative services to meet their needs.
	2.3	Anticipate service problems or delays and promptly implement contingency arrangements to maintain client satisfaction.
	2.4	Maintain communication with client and monitor service provision to provide up-to-date information and respond to changing circumstances.
	2.5	Use negotiation to resolve conflict and client complaints, and record details according to workplace requirements.
	2.6	Gather and organise investigative evidence that meets work and client instructions and complies with legislative requirements.
3 Review and improve client service.	3.1	Seek feedback from client to ascertain their satisfaction with service provision using interview and survey techniques.
	3.2	Analyse client feedback in consultation with relevant persons and identify improvements to future service provision.
	3.3	Record and implement agreed improvements to client

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service procedures.

3.4 Securely maintain investigative and client records according to workplace and legislative requirements.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to relate to people demonstrating sensitivity to individual social and cultural differences
- reading skills to interpret key requirements of policies, procedures and regulations.

Unit Mapping Information

Supersedes and equivalent to CPPSEC3029A Provide quality investigative services to clients.

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

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Assessment Requirements for CPPINV3029 Provide quality investigative services to clients

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3029A Provide quality investigative services to clients. Updated to meet the Standards for Training Packages

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by providing factual or surveillance investigative services (or a combination of both) to three different clients involving each of the following types of investigative cases:

- a workers compensation investigation
- a general insurance investigation
- a compulsory third party liability investigation.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when providing investigative services to clients:
  - duties of investigators to follow instructions, act in person and act in the interests of the client
  - legislative requirements associated with:
    - duty of care
    - privacy and confidentiality
    - surveillance, listening and recording devices
    - taking statements from individuals and groups
    - workers compensation
  - licensing requirements for investigative services in Australia
  - rights of investigative subjects including privacy and protection of reputation
  - work health and safety including work-related compensation and transport accident requirements for investigators in each jurisdiction
  - workplace standards and procedures for client service
- how to read and use non-verbal communication to gain the confidence of others

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- interpersonal techniques that promote positive interactions and communication with clients
- investigative methods using surveillance and factual investigation
- limits of own responsibilities and authority to undertake investigations
- methods for complying with privacy and confidential regulations when gathering, presenting and storing client information
- negotiation and conflict resolution techniques
- purpose and application of industry and client codes of conduct and service agreements for investigative services
- questioning techniques that can be used to elicit specific information on client needs and preferences
- requirements for collective, preserving and presenting evidence and continuity of evidence
- rights and responsibilities of different types of clients
- techniques for gathering and analysing client feedback using interviews and surveys
- types of investigative behaviours that are unethical, illegal or represent misconduct
- ways to engage people with individual social and cultural differences and strategies for overcoming language barriers.

Assessment Conditions

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

All individuals engaged by an RTO for investigations licensing purposes must hold the licence for performing the investigations activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- client briefs, work instructions, information, legislation, regulations and information technologies 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

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CPPINV3030 Conduct factual investigations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3032A Gather information by factual investigation. Updated to meet the Standards for Training Packages

Application

This unit specifies the skills and knowledge required to conduct factual investigations. It includes conducting desk-based research and using communication skills to conduct interviews and meetings and take statements to record factual information. The unit requires evidence collection and compliance with evidence management principles.

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

This unit forms part of the licensing requirements for people engaged in investigative services in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Investigative services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Prepare for factual investigation.	1.1 Review work instructions, procedures and workplace policies to ensure required authorisations and compliance with legal rights and responsibilities when conducting factual investigation.
	1.2 Conduct preliminary research and enquiries to clarify investigation and client requirements in consultation with

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		relevant persons.
	1.3	Identify possible information sources and select investigation methods that are valid, reliable and make efficient use of resources.
	1.4	Access required investigation equipment and resources and check to confirm correct operation.
	1.5	Plan and sequence factual investigation activities to meet work instructions and timeframes.
2 Undertake factual investigation and gather evidence.	2.1	Seek permission to record interviews and meetings in accordance with legislative requirements and codes of conduct.
	2.2	Conduct and record oral interviews and meetings to gather factual evidence.
	2.3	Take comprehensive statements and collect physical evidence to support available facts.
	2.4	Assess gathered evidence to check sufficiency and accuracy and source additional required information to meet work instructions.
	2.5	Collate factual evidence and check to confirm its relevance, validity and admissibility in court.
3 Finalise factual investigation.	3.1	Present factual information in a documented report that addresses work instructions and complies with workplace standards for style, format and accuracy.
	3.2	Present report to relevant persons within agreed timeframes.
	3.3	Securely store factual investigation records and evidence in accordance with evidence management principles.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

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- oral communication skills to:
  - ask questions to clarify information and elicit facts
  - listen to oral responses to accurately comprehend spoken information
  - relate to people demonstrating sensitivity to individual social and cultural differences
- writing skills to:
  - accurately record factual details using plain English
  - record oral statements in the required legal format.

Unit Mapping Information

Supersedes and equivalent to CPPSEC3032A Gather information by factual investigation.

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

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Assessment Requirements for CPPINV3030 Conduct factual investigations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3032A Gather information by factual investigation. Updated to meet the Standards for Training Packages

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by conducting three different factual investigations:

- one general insurance investigation
- one compulsory third party liability investigation
- one workers compensation investigation.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when conducting factual investigations:
  - actions that may result in breach of confidence, privacy or other offence under legislation
  - authorities and legal rights of investigators
  - legislative restrictions on the use of recording devices
  - work health and safety requirements
- codes of conduct for factual investigation work and types of investigative behaviours that are unethical, illegal or represent misconduct
- equipment used when conducting factual investigations:
  - cameras
  - communications equipment
  - information technologies for conducting online research
  - listening devices
  - recording devices
  - tape measures
  - video cameras
- factual investigation techniques

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- sources of information to support factual investigations and methods for verifying validity and reliability of information gathered
- sources of evidence when conducting factual investigations and methods for:
  - collecting, preserving and presenting evidence
  - complying with chain of custody requirements
  - complying with evidence management principles
- types of evidence:
  - circumstantial
  - direct
  - documentary
  - hearsay
  - opinion
  - physical
- ways that individual social and cultural differences may be expressed.

Assessment Conditions

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

All individuals engaged by an RTO for investigations licensing purposes must hold the licence for performing the investigations activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- work instructions and associated documentation, equipment and resources 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

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CPPINV3031 Conduct interviews and take statements to support investigations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3033A Conduct interviews and take statements. Updated to meet the Standards for Training Packages

Application

This unit specifies the skills and knowledge required to acquire information by interview and take statements to support an investigation. It includes following plans, protocols and procedures to conduct interviews, questioning interviewees to obtain and record facts and details of physical evidence presented, and taking statements in the required legal format.

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

This unit forms part of the licensing requirements for people engaged in investigative services in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Investigative services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Prepare to conduct interview.	1.1 Review work instructions, procedures and workplace policies to ensure required authorisations and compliance with legal rights and responsibilities when conducting interviews and taking statements.

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	1.2	Obtain, review and clarify background material and interview plan in consultation with relevant persons.
	1.3	Identify special needs of interviewee and organise resources and equipment required for interview.
	1.4	Check recording equipment to confirm correct operation in accordance with manufacturers' instructions.
	1.5	Arrange interview location that is accessible and encourages safety and confidentiality for interview participants.
	1.6	Arrange interviewee and other required participants to be present at interview in accordance with legislative requirements.
2 Conduct and record interview.	2.1	Seek consent to record interview and employ recording methods in accordance with legislative requirements and codes of conduct.
	2.2	Confirm interviewee identity and age and implement required legal procedures where interviewee is identified as a minor.
	2.3	Conduct oral interview following required protocols and procedures.
	2.4	Follow interview plan and make contingency adjustments required to address changing circumstances.
	2.5	Use questioning to clarify contradictions, ambiguities, uncertainties or misunderstandings during interview.
	2.6	Recognise physical evidence presented during interview and describe details in full.
3 Take statement.	3.1	Confirm and follow required format and procedures for taking statements.
	3.2	Take statement in first person and accurately reflect interviewee's knowledge of interview subject matter, with interpreter when required.
	3.3	Record written affirmation from interviewee as to their understanding of the contents of the statement and

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		conditions under which it was made.
	3.4	Arrange for statement to be signed, dated and witnessed in accordance with legislative requirements.
	3.5	Provide interviewee with a copy of the statement.
4 Finalise interview and secure evidence.	4.1	Terminate interview in a sincere, courteous and friendly manner and take required action to ensure safe exit of interviewee.
	4.2	Complete, retain and secure interview documentation and records with due regard to confidentiality and evidence management principles.
	4.3	Review and report interview results to relevant persons in accordance with work instructions.
	4.4	Provide interviewee with a receipted copy of interview records in accordance with legislative requirements.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to:
  - ask questions to clarify and elicit information from interviewees
  - listen to oral responses to accurately comprehend spoken information
  - relate to people demonstrating sensitivity to individual social and cultural differences
- writing skills to:
  - accurately record factual details using plain English
  - record oral statements in the required legal format.

Unit Mapping Information

Supersedes and equivalent to CPPSEC3033A Conduct interviews and take statements.

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

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Assessment Requirements for CPPINV3031 Conduct interviews and take statements to support investigations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3033A Conduct interviews and take statements. Updated to meet the Standards for Training Packages

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by conducting three different interviews to support an investigation:

- statements must be taken from three different people involved in the investigation:
- the person who made the complaint (complainant or plaintiff)
- the person who caused the complaint (respondent, employer or negligent party)
- a witness.
- for one interview, an interpreter must be engaged, and the interview conducted with the interpreter.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when conducting interviews and taking statements:
  - codes of practice that ensure compliance with legislative responsibilities
  - legal and ethical obligations associated with conducting interviews and taking statements to support investigations
  - legislative restrictions on the use of recording devices
  - requirements for conducting interviews with, and taking statements from minors
  - work health and safety requirements
- difference between statements, affidavits and statutory declarations
- documentation required to be completed when conducting interviews and taking statements
- interview strategies and techniques used to gather information to support investigations
- legal format for taking statements including requirements for witnessing, signing and dating statements
- protocols and procedures to be followed when conducting interviews and taking statements

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- signs and symptoms that a person may be considering suicide or self-harm and appropriate response actions
- sources of evidence when conducting interviews and taking statements and methods for:
  - collecting, preserving and presenting evidence
  - ensuring continuity of evidence
  - complying with evidence management principles
- types of recording equipment used to record interviews
- typical special needs of interviewees and requirements for conducting interviews and taking statements using interpreters
- ways that individual social and cultural differences may be expressed and methods for handling cultural sensitivities when conducting interviews and taking statements.
-

Assessment Conditions

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

All individuals engaged by an RTO for investigations licensing purposes must hold the licence for performing the investigations activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- work instructions and associated documentation, equipment and resources 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

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CPPINV3032 Develop factual investigation reports

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3028A Compile investigative report. Updated to meet the Standards for Training Packages

Application

This unit specifies the skills and knowledge required to document and present comprehensive information gathered through factual investigation. It includes compiling and presenting information and evidence in the required format and verifying its accuracy and reliability according to chain of custody and rules of evidence requirements.

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

This unit forms part of the licensing requirements for people engaged in investigative services in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Investigative services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Organise and assess factual investigation information.	1.1 Obtain and collate information gathered through factual investigation.
	1.2 Assess gathered information for completeness in accordance with investigative brief and client requirements.

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	1.3	Assess gathered information to verify sources, validity and relevance, and compliance with chain of custody of evidence.
2 Document and review report contents.	2.1	Use information technologies to write factual investigation report in accordance with workplace requirements for content, format and style.
	2.2	Identify in body of report, witnesses and sources of evidence that are relied upon.
	2.3	Identify and list enquiries that failed to gather evidence and stipulate reasons why.
	2.4	Edit report to ensure content is accurate and sufficient and source additional information to address identified omissions.
	2.5	Check report to ensure information is supported by verifiable evidence and make required redactions.
	2.6	Include required attachments and confirm these are referenced correctly in the report.
	2.7	Check citations and references are accurate and in the required format.
3 Finalise factual investigation report.	3.1	Finalise report in the required format in accordance with workplace and client requirements.
	3.2	Forward report and attachments safely and securely to relevant persons in compliance with evidence management principles.
	3.3	Securely store investigation information in a manner that facilitates future retrieval and maintains confidentiality.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to edit text to identify inaccuracies and omissions

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- writing skills to prepare reports using plain English and factual information.

Unit Mapping Information

Supersedes and equivalent to CPPSEC3028A Compile investigative report.

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

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Assessment Requirements for CPPINV3032 Develop factual investigation reports

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3028A Compile investigative report. Updated to meet the Standards for Training Packages

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by developing three reports presenting information gathered by different factual investigations:

- one workers compensation investigation
- one general insurance investigation
- one type of investigation selected from the following list:
  - a financial crime investigation
  - an internal discipline investigation
  - a compulsory third party liability investigation.

One report must detail enquiries conducted which failed to lead to evidence being gathered.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when developing factual investigation reports:
  - investigative reporting that may result in breach of confidence, privacy or other offence under legislation
  - legal and ethical obligations associated with gathering and distributing information gained through factual investigation
  - legislative restrictions on the use of recording devices
- chain of custody and rules of evidence requirements associated with factual investigations
- factual investigation techniques
- format, style and content requirements for factual investigation reports
- information technologies used to document and present factual investigation reports
- methods for accurately citing and referencing information contained in factual investigation reports including online sources
- methods for redacting unverified information from investigation reports

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- methods for verifying the source, reliability and authenticity of information gathered through factual investigation
- types of evidence:
  - circumstantial
  - direct
  - documentary
  - hearsay
  - opinion
  - physical.

Assessment Conditions

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

All individuals engaged by an RTO for investigations licensing purposes must hold the licence for performing the investigations activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- information gathered through factual investigation and information technologies and materials 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

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CPPINV3033 Conduct covert surveillance operations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3030A Conduct surveillance. Updated to meet the Standards for Training Packages

Application

This unit specifies the skills and knowledge required to conduct covert surveillance operations using mobile or static surveillance techniques on foot and while operating a vehicle. It includes selecting surveillance methods, equipment, sites and routes, and applying contingency options where surveillance integrity is compromised. The unit requires evidence collection and compliance with evidence management principles.

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

This unit forms part of the licensing requirements for people engaged in investigative services in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Investigative services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Prepare for covert surveillance operation.	1.1 Review work instructions, procedures and workplace policies to ensure required authorisations and compliance with legal rights and responsibilities when conducting covert surveillance.
	1.2 Check validity of client intentions and information

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		obtained as part of investigative brief to ensure compliance with ethical obligations.
	1.3	Conduct research to profile the subject and their possible whereabouts in consultation with relevant persons.
	1.4	Select surveillance methods and identify likely surveillance sites and routes.
	1.5	Inspect surveillance sites and routes to identify factors that may impact surveillance operation and possible contingency options.
	1.6	Organise surveillance equipment and check to confirm correct operation.
	1.7	Collate and document gathered information to support surveillance operation.
2 Undertake covert surveillance and gather evidence.	2.1	Notify relevant persons of intention to conduct surveillance operation.
	2.2	Position and operate surveillance equipment following manufacturers' specifications and work health and safety requirements.
	2.3	Undertake covert surveillance procedures to meet work instructions and comply with legal requirements.
	2.4	Implement contingency options where surveillance integrity is compromised and report status to relevant persons.
	2.5	Gather and record surveillance evidence and check to confirm its relevance, validity and admissibility in court.
3 Finalise covert surveillance operation.	3.1	Present facts and observations in a documented surveillance report that complies with workplace standards for style, format and accuracy.
	3.2	Present report to relevant persons within agreed timeframes.
	3.3	Check, clean and store surveillance equipment following manufacturers' instructions.

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3.4	Securely store surveillance records and evidence in accordance with evidence management principles.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to interpret information in diagrammatic formats, such as photographs maps when operating global positioning systems
- writing skills to describe surveillance observations using plain English and factual information.

Unit Mapping Information

Supersedes and equivalent to CPPSEC3030A Conduct surveillance.

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

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Assessment Requirements for CPPINV3033 Conduct covert surveillance operations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3030A Conduct surveillance. Updated to meet the Standards for Training Packages

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by conducting three different covert surveillance operations, involving at least:

- one mobile or static surveillance operation using a vehicle
- one mobile or static surveillance operation on foot.

For each covert surveillance operation, the candidate must submit a daily observation sheet in the required format, and document details of:

- a circumstance where anti-surveillance techniques were identified and contingency action taken
- an unplanned contact that could have compromised the surveillance and how this was handled using previously planned pretext in accordance with legal requirements
- strategies implemented to gain and maintain personal endurance necessary for prolonged surveillance shift responsibilities to comply with work health and safety (WHS) requirements in two different operating environments while working alone
- two choices of observation posts selected to meet surveillance work instructions
- a description of the subject.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when conducting covert surveillance operations:
  - actions that may result in breach of confidence, privacy or other offence under legislation
  - authorities and legal rights of investigators
  - duties of the investigator to follow instructions, act in person and act in the interests of the client
  - legislative restrictions on the use of recording devices
  - requirements to notify authorities or property owners of surveillance operations

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  - rights of subjects including privacy and protection of reputation
  - WHS requirements
- codes of conduct and types of investigative behaviours that are unethical, illegal or represent misconduct
- covert observation techniques
- methods for verifying the validity and reliability of information gathered by covert surveillance
- signs that surveillance operation has been compromised
- sources of surveillance evidence and methods for:
  - collecting, preserving and presenting evidence
  - ensuring continuity of evidence
  - complying with evidence management principles
- techniques for skip tracing and sourcing background information on subjects
- types and purpose of equipment used when conducting covert surveillance operations:
  - binoculars
  - cameras
  - communications equipment
  - global positioning system
  - laptop computers
  - listening devices
  - mirrors
  - monopods or tripods
  - personal protective equipment (PPE)
  - power inverters
  - recording devices
  - telephoto lenses
  - vehicles
  - video cameras
- types of evidence:
  - circumstantial
  - direct
  - documentary
  - hearsay
  - opinion
  - physical
- typical hazards associated with covert surveillance and WHS control measures for each:
  - prolonged static physical immobility: deep vein thrombosis, muscle strain, cramps, physical and mental fatigue and dehydration
  - hot and cold environments.

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Assessment Conditions

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

All individuals engaged by an RTO for investigations licensing purposes must hold the licence for performing the investigations activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- work instructions and associated documentation, PPE and surveillance equipment 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

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CPPINV3034 Organise and operate surveillance vehicles

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3031A Organise and operate a surveillance vehicle. Updated to meet the Standards for Training Packages

Application

This unit specifies the skills and knowledge required to conduct covert surveillance operations using mobile or static surveillance techniques that may include operating a surveillance vehicle. It includes selecting surveillance methods, equipment, sites and routes, and applying contingency options where surveillance integrity is compromised. The unit requires collection of evidence and compliance with admissibility rules.

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

This unit forms part of the licensing requirements for people engaged in investigative services in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Investigative services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Organise and maintain surveillance vehicle.	1.1 Review work instructions, procedures and workplace policies and obtain required authorisations to organise and operate a surveillance vehicle.
	1.2 Confirm legal rights and responsibilities and comply with regulatory requirements for organising and

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		operating a surveillance vehicle.
	1.3	Assess surveillance requirements, area and distance of operation and select suitable vehicle.
	1.4	Inspect vehicle and maintenance records and conduct pre-operational checks to verify correct and safe operation.
	1.5	Take required actions to rectify faults or malfunctions or seek replacement parts to ensure vehicle is operational in accordance with manufacturers' instructions.
	1.6	Obtain required vehicle consumables, spare parts and personal protective equipment to allow for contingencies during surveillance vehicle operation.
2 Equip surveillance vehicle.	2.1	Obtain surveillance equipment and stores to equip vehicle according to work instructions.
	2.2	Arrange internal layout of vehicle to support full use of surveillance equipment and stores.
	2.3	Safely secure surveillance equipment and stores to maximise accessibility and personal comfort and minimise risk in accordance with work health and safety requirements.
3 Safely operate vehicle for surveillance activities.	3.1	Follow road and traffic laws to navigate vehicle in front of, or behind another vehicle and anticipating its movement.
	3.2	Anticipate, identify and control driving hazards by applying safe and defensive driving techniques.
	3.3	Drive vehicle in a safe and controlled manner to avoid damage to persons, property and the environment.
	3.4	Position vehicle to enable surveillance of subject and evidence collection in accordance with work instructions.

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Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to interpret:
  - information in diagrammatic formats such as maps when operating global positioning systems
  - key requirements of manufacturers' instructions.

Unit Mapping Information

Supersedes and equivalent to CPPSEC3031A Organise and operate a surveillance vehicle.

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

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Assessment Requirements for CPPINV3034 Organise and operate surveillance vehicles

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3031A Organise and operate a surveillance vehicle. Updated to meet the Standards for Training Packages

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by organising and operating a surveillance vehicle that is fit-for-purpose, to conduct three different surveillance operations.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when operating surveillance vehicles:
  - legislative requirements and authorisations required for organising and operating surveillance vehicles
  - legislative restrictions on the use of recording devices
  - road and traffic laws in jurisdiction of operation
  - work health and safety requirements
- codes of conduct and types of investigative behaviours that are unethical, illegal or represent misconduct
- factors impacting the selection and suitability of surveillance vehicles:
  - curtains
  - number plates
  - paint style and colour
  - radio antennas
  - roof racks
  - sporting and trades accessories
  - wheel covers
  - window tinting
- methods for conducting pre-operational checks to ensure surveillance vehicles are safe and roadworthy

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- surveillance techniques using a vehicle:
  - in front of another vehicle
  - following from behind another vehicle
- vehicle consumables and spares and surveillance equipment and stores used when operating surveillance vehicles:
  - consumables and spares:
    - brake fluid
    - fuel
    - tyres
    - water
  - equipment:
    - binoculars
    - camera
    - communications equipment
    - global positioning system
    - infrared
    - laptop computer
    - mirrors
    - monopod or tripod
    - personal protective equipment
    - power inverter
    - recording devices
    - telephoto lens
    - vehicle
    - video camera
  - stores:
    - changes of clothing
    - disguises
    - food, water and toilet fittings
    - props.

Assessment Conditions

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

All individuals engaged by an RTO for investigations licensing purposes must hold the licence for performing the investigations activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

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- work instructions and associated documentation, surveillance vehicle and equipment, stores, parts and consumables 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

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CPPINV3035 Develop surveillance investigation reports

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3028A Compile investigative report. Updated to meet the Standards for Training Packages

Application

This unit specifies the skills and knowledge required to document and present comprehensive information gathered through covert surveillance. It includes compiling and presenting information and evidence in the required format and verifying its accuracy and reliability according to continuity of evidence and rules of evidence requirements.

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

This unit forms part of the licensing requirements for people engaged in investigative services in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

Nil.

Unit Sector

Investigative services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Organise and assess surveillance investigation information.	1.1 Obtain and collate information gathered through covert surveillance.
	1.2 Assess surveillance information for completeness in accordance with investigative brief and client requirements.

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	1.3	Assess surveillance timeline of events and recorded observations to verify validity and relevance, and compliance with continuity of evidence requirements.
2 Document and review report contents.	2.1	Use information technologies to write surveillance investigation report in accordance with workplace requirements for content, format and style.
	2.2	Edit report to ensure content is accurate and sufficient and source additional information to address identified omissions.
	2.3	Check that observations are chronologically sequenced and accurately described according to verifiable evidence.
	2.4	Include surveillance point locations and exhibits and ensure attachments are numbered and labelled and referenced in the body of the report.
	2.5	Check citations and references are accurate and in the required format.
	2.6	Include details of problems encountered or indications that the surveillance operation may be compromised.
3 Finalise surveillance investigation report.	3.1	Finalise report in a format that is free from inconsistencies, and uses a standard of English expression and layout that meets client and workplace requirements.
	3.2	Forward report and attachments safely and securely to relevant persons in compliance with evidence management principles.
	3.3	Securely store investigation information in a manner that facilitates future retrieval and maintains confidentiality.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

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- reading skills to edit text to identify inaccuracies and omissions
- writing skills to prepare reports using plain English and factual information.

Unit Mapping Information

Supersedes and equivalent to CPPSEC3028A Compile investigative report.

Links

Companion volumes to this training package are available at the VETNet website - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad

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Assessment Requirements for CPPINV3035 Develop surveillance investigation reports

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3028A Compile investigative report. Updated to meet the Standards for Training Packages

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by developing three reports presenting information gathered by different covert surveillance investigations from the following list:

- a surveillance physical injury report
- a surveillance psychological injury report
- a profit protection, theft or misappropriation surveillance report
- a brand protection surveillance report
- a public liability physical injury surveillance report
- an income protection physical or psychological surveillance injury report
- a general insurance physical injury surveillance report
- an asset protection or critical infrastructure surveillance report.

Each report must be supported by daily observation sheets, notes, photographs, video receipts and a final itemised invoice.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when developing surveillance investigation reports:
  - investigative reporting that may result in breach of confidence, privacy or other offence under legislation
  - legal and ethical obligations associated with gathering and distributing information gained through covert surveillance
  - legislative restrictions on the use of recording devices
- continuity of evidence and rules of evidence requirements
- covert surveillance investigation techniques
- format, style and content requirements for surveillance investigation reports

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- information technologies used to document and present surveillance investigation reports
- methods for accurately citing and referencing information contained in surveillance investigation reports
- methods for verifying the reliability and authenticity of information gathered through covert surveillance
- types of evidence:
  - circumstantial
  - direct
  - documentary
  - hearsay
  - opinion
  - physical.

Assessment Conditions

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

All individuals engaged by an RTO for investigations licensing purposes must hold the licence for performing the investigations activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- information gathered through covert surveillance investigation, information technologies and materials 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=7e15fa6a-68b8-4097-b099-030a5569b1ad

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CPPINV4013 Undertake case management of investigations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4013A Undertake case management of investigations. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to case manage investigations. It includes developing case management plans, assessing and controlling anticipated investigation risks, monitoring investigations and implementing required contingencies. It also includes evaluating investigation outcomes and client satisfaction to identify and recommend improvements to future investigations and service delivery.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

This unit forms part of the licensing requirements for people engaged in investigative services in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Investigative services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Develop case management plan.	1.1 Access and interpret key requirements of legislation, regulations and workplace policies and procedures, including work health and safety, and apply to case management to ensure compliance.

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	1.2	Obtain and review work instructions and consult with relevant persons to clarify investigation purpose, timeframes and budget.
	1.3	Source and analyse intelligence to support investigation and define investigation scope and resource requirements.
	1.4	Develop case management plan and schedule activities and resources to effectively conduct investigation to meet work instructions.
	1.5	Identify and assess anticipated risks associated with investigation and implement required risk control measures.
	1.6	Organise required investigation equipment, resources and technologies according to workplace requirements.
	1.7	Plan contingency measures to respond to changing circumstances during investigation.
	1.8	Brief relevant persons to explain investigation information and instructions and use questioning and active listening to respond to issues and concerns.
2 Monitor investigation progress.	2.1	Systematically monitor investigation progress against case management plan to ensure service delivery meets client requirements.
	2.2	Maintain communication with relevant persons to monitor investigation progress against agreed objectives and discuss and address issues as they arise.
	2.3	Monitor expenditure and resource use to ensure investigation objectives are achieved within budget parameters.
	2.4	Monitor evidence collection processes to ensure compliance with evidence management principles and requirements for admissible evidence.
	2.5	Identify contingencies affecting the investigation and vary the case management plan as required in consultation with relevant persons.
	2.6	Compile operational documentation chronologically to

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		provide an ongoing reference for operatives.
3 Review and report investigation outcomes.	3.1	Document and report investigation outcomes to relevant persons within agreed timeframes.
	3.2	Seek client feedback on service delivery and review investigation outcomes against case management plan.
	3.3	Identify areas for improving future client service and operational outcomes and present recommendations to relevant persons.
	3.4	Collate and secure all investigation documentation in a manner that facilitates future retrieval, maintains client confidentiality and meets evidence management requirements.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to use clear explanations, active listening and questioning skills to convey and clarify investigations information
- writing skills to document succinct and logically structured case management plans and investigation outcomes using plain English and factual information.

Unit Mapping Information

Supersedes and equivalent to CPPSEC4013A Undertake case management of investigations.

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

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Assessment Requirements for CPPINV4013 Undertake case management of investigations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4013A Undertake case management of investigations. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by undertaking case management of three different investigations involving:

- at least one covert surveillance operation
- at least one factual investigation
- identifying a minimum of two contingencies requiring the case management plan to be varied
- identifying at least one improvement to client service delivery and one improvement to future investigations.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when undertaking case management of investigations:
  - regulatory powers provided to investigators under the legislation and acts and omissions that comprise non-compliance or offences
  - duties of investigators to follow instructions, act in person and act in the interests of the client
  - key requirements of legislation and regulations associated with:
    - operational transport
    - privacy
    - surveillance, listening and recording devices
    - taking statements from individuals and groups
    - workers compensation
  - licensing requirements for investigative services in Australia
  - rights of investigative subjects including privacy and protection of reputation

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    - work health and safety including work-related compensation and transport accident requirements for investigators in each jurisdiction
- chain of command and communication processes used to monitor investigations
- key principles of team dynamics, team leadership and management
- investigative practices associated with covert surveillance and factual investigations
- methods for briefing investigations information and instructions to individuals and teams
- methods for reviewing investigations to identify operational and client service improvements
- process of dynamic risk assessment and application of risk management using the hierarchy of controls
- sources of evidence gathered through surveillance and factual investigation and methods for:
    - collecting, preserving and presenting evidence
    - ensuring continuity of evidence
    - ensuring chain of custody requirements
    - complying with evidence management principles
- techniques for case managing investigations
- typical investigation hazards, risks and emergency situations and the control measures for each
- ways that social and cultural differences may be expressed
- work scheduling methods.

Assessment Conditions

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

All individuals engaged by an RTO for investigations licensing purposes must hold the licence for performing the investigations activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- legislation, regulations and codes of practice that apply to investigations case management in the jurisdiction of operation
- work instructions, investigations equipment, resources and information technologies 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

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CPPREP3001 Comply with ethical practice in real estate

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM3018B Identify risks to agency operations.

Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to comply with ethical practice in a real estate agency in order to contribute to the quality and effectiveness of agency activities.

The unit applies to support workers in the real estate industry undertaking tasks with at least a moderate degree of autonomy and performing routine activities without close supervision.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. **Examine ethical practice in work role.**	1.1 Identify ethical responsibilities and processes required for work role. 1.2 Identify risks related to not working ethically in the real estate industry. 1.3 Prepare ethical work plan for work role.
2. **Comply with**	2.1 Perform work role ethically.

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ethical practice.	2.2 Contribute to workplace discussions on the application of ethical practice in the agency/business.
3. Respond to unethical practice**.**	3.1 Identify unethical behaviour and breaches of ethical practice. 3.2 Identify agency processes to report unethical behaviour and ethical practice breaches.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- reading skills to access and interpret a variety of policies and procedures
- organisational skills to incorporate requirements of ethical practice, policies and procedures into own work practices.

Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to CPPDSM3018B Identify risks to agency operations.

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

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Assessment Requirements for CPPREP3001 Comply with ethical practice in real estate

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM3018B Identify risks to agency operations.

Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must:

- prepare and apply a work plan that incorporates ethical practice
- participate in at least 2 workplace discussions related to ethical workplace behaviour
- identify and explain the processes to report breaches of ethical practice or unethical behaviour.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- Commonwealth and state or territory legislation, and local government regulations relevant to ethical practice in real estate
- ethical practice in real estate and how it is included in workplace policies and procedures
- risks of not complying with ethical practice, including risk to the:
  - business
  - client
  - individual worker
- processes for:
  - locating and accessing ethical practice requirements
  - identifying ethical practice relevant to a given role in the agency
  - preparing work plans to incorporate ethical practice into work practices
  - identifying and reporting breaches of ethical practice and unethical behaviour.

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Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

For assessment conducted in the workplace:

- a real estate agency workplace, staff and relevant ethical practice documentation
- equipment, communication and data access and storage technology.

For assessment in a simulated workplace environment:

- materials and equipment meeting the operational requirements for a mid-size real estate practice, including:
  - ethical practice documentation
  - a documented breach of compliance or unethical practice
  - position description that includes detailed roles and responsibilities for a work role
  - role descriptions for people participating in role-play exercises
  - documented scenario/s to allow demonstration of incorporation of ethical practice into work practices
  - equipment, communication and data access and storage technology.

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

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CPPREP3002 Communicate effectively to support customer service in real estate

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM3010 Meet customer needs and expectations in the property industry and CPPDSM3019 Communicate with clients in the property industry.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to apply effective communication techniques in order to provide customer service as a real estate agency worker.

It includes identifying and confirming support needs, communication techniques, and expectations of internal and external clients; and applying communication techniques to assist with resolving client issues and complaints.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Establish the support needs of internal and external customers and clients.	1.1 Determine support needs of internal and external customers and clients. 1.2 Outline own role and confirm processes for referring clients to appropriate colleagues when support needs are not within scope

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	of own role. 1.3 Maintain professional ethics and confidentiality according to agency policy and procedures.
2. Communicate with clients to support needs**.**	2.1 Apply techniques to create, build and maintain internal and external communication channels. 2.2 Determine features and benefits of active listening and effective questioning. 2.3 Respond to the preferences, needs and expectations of internal and external clients. 2.4 Prepare written communication according to agency protocols. 2.5 Select and apply communication techniques to seek feedback on sufficiency of information provided.
3. Assist with client issues and complaints.	3.1 Assist clients to fully describe issues and complaints according to agency policy and procedures. 3.2 Resolve simple issues or complaints, or to refer to others, according to agency policy and procedures. 3.3 Record issues, complaints and outcomes according to agency policy and procedures.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to:

- CPPDSM3010 Meet customer needs and expectations in the property industry
- CPPDSM3019 Communicate with clients in the property industry.

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

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Assessment Requirements for CPPREP3002 Communicate effectively to support customer service in real estate

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM3010 Meet customer needs and expectations in the property industry and CPPDSM3019 Communicate with clients in the property industry.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must use communication techniques to support two internal and two external clients **by**:

- identifying and confirming support needs
- applying communication techniques for meeting the needs and expectations of internal and external customers and clients
- confirming sufficiency of information given
- assisting in resolving customer and client issues and complaints**.**

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- Commonwealth and state or territory legislation relating to supporting internal and external clients in real estate
- professional ethical standards in real estate relating to supporting internal and external clients in real estate
- importance of accurate and complete collection of information about client requirements
- techniques for:
  - creating, building and maintaining strong and effective communication channels with internal and external clients
  - identifying the preferences, needs and expectations of internal and external clients
  - explaining the features and benefits of real estate agency services to external clients
  - using paper-based and technology-based written communications effectively with internal and external clients

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    - recording external client contact details and encouraging commitment to further engagement with the agency
    - working effectively independently and as a member of a team
    - collecting comprehensive details of client needs and requirements
    - collecting comprehensive details of client complaints
    - referring clients to colleagues
- communication techniques:
    - active listening
    - using effective questioning and responding to establish rapport
    - providing opportunities to clarify understanding
    - questioning and seeking feedback
    - summarising and paraphrasing to check understanding
    - using appropriate body language
- processes for:
    - locating and accessing information for clients
    - collecting information from clients
    - selecting and using business equipment and technology to assist in supporting clients
    - ensuring security of information.

Assessment Conditions

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

Assessment of performance must be undertaken in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to the following:

For assessment conducted in the workplace:

- a real estate agency workplace, staff and business documentation relating to supporting internal and external clients
- equipment, communication and data access technology required to support internal and external customers.

For assessment in a simulated workplace environment:

- details of the support requirements of the internal and external clients specified in the Performance Evidence
- materials and equipment meeting the full industry standard for a mid-size real estate agency, including:
    - documentation relating to:
        - supporting internal and external clients
        - receiving complaints

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- position description including detailed roles and responsibilities for the role to be assumed by the person undergoing assessment
- role descriptions for people participating in role-play exercises
- equipment, communication and data access technology required for supporting internal and external clients.
-

Links

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CPPREP3003 Access and process property information in real estate

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM3006B Collect and process property information and CPPDSM3015B Use and maintain property and client information databases.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to access and process property information in a format that is suitable for day-to-day activities.

The unit applies to support workers in the real estate industry undertaking tasks with at least a moderate degree of autonomy and performing routine activities without close supervision.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Review property information requirements.	1.1 Confirm and document task requirements in consultation with relevant people. 1.2 Analyse information requirements and identify sources of information.

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2. Access and collate property information.	2.1 Access databases using appropriate search techniques to locate and collect property information. 2.2 Access, retrieve and store required information in compliance with agency processes. 2.3 Collate and organise information according to agency requirements in a format suitable for analysis. 2.4 Check information for clarity, accuracy, currency and relevance.
3. Process information.	3.1 Enter information into databases and check for accuracy. 3.2 Prepare property information report according to agency reporting requirements and style guide. 3.3 Handle and store property information and reports securely, confidentially and according to legislative and agency requirements.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to:

- CPPDSM3006B Collect and process property information
- CPPDSM3015B Use and maintain property and client information databases.

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

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Assessment Requirements for CPPREP3003 Access and process property information in real estate

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM3006B Collect and process property information and CPPDSM3015B Use and maintain property and client information databases.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must create a report of property information for three different types of property.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- Commonwealth and state or territory legislation relating to collecting and processing property information in real estate
- ethical standards in real estate relating to collecting and processing property information
- importance of accurate and complete property information and the implications of incorrect or incomplete property information
- types of property information
- processes for:
  - locating and accessing property information
  - selecting and using business equipment and technology to access, organise and enter information
  - ensuring security of information
- sources of property information:
  - internet and intranet
  - property and customer relationship management (CRM) databases
  - paper-based records.

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Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- a real estate workplace or simulated workplace, staff and business documentation relating to collecting and processing property information
- equipment, communication and data access technology required for collecting and processing property information.
- details of three different types of property for which collecting, and processing property information is required
- materials and equipment meeting the operational requirements for a mid-size real estate agency, including:
  - policies and procedures relating to collecting and processing property information and preparing reports
  - position description including detailed roles and responsibilities for the role to be assumed by the person undergoing assessment
  - role descriptions for people participating in role-play exercises
- equipment, communication and data access technology required for collecting and processing property information.

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

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CPPREP3101 Assist in listing and marketing properties for lease

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM3001A Assist in listing properties for lease,

CPPDSM3003A Assist in marketing properties for lease and CPPDSM4010A Lease property.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to assist with listing and marketing all forms of property for lease as part of a real estate agency property management team.

The unit applies to support workers in real estate undertaking tasks with at least a moderate degree of autonomy and performing routine activities without close supervision.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Assist with appraisal and listing.	1.1 Record client requirements for management of property for lease and request from client, any other information required for appraisal.

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	1.2 Use comparable property details to collate information, draft appraisal report and send draft report to appropriate personnel for finalising. 1.3 Schedule and document property inspection and appraisal meeting. 1.4 Prepare listing documents for consideration by property management staff before presentation to client. 1.5 Gather and prepare information for entry in property and client databases according to agency practices, legislative requirements and privacy guidelines.
2. Prepare to market property for lease.	2.1 Prepare a draft marketing plan using marketing media and activities. 2.2 Prepare property descriptions and select images for print and electronic distribution for consideration by property management staff. 2.3 Amend and finalise draft plan after feedback from property management staff. 2.4 Prepare schedule of marketing activities and notify property management staff.
3. Support team in marketing property for lease.	3.1 Undertake marketing activities according to marketing plan and instructions from property management staff. 3.2 Provide requested information to potential tenants about the property and leasing arrangements. 3.3 Refer any questions or requests from potential tenants outside own scope to property management staff.
4. Provide follow-up service.	4.1 Gather and organise information for property management staff to facilitate provision of follow-up service to client and potential tenants in according to agency practice. 4.2 Obtain stakeholder feedback to support the property management service.
5. Review marketing activities.	5.1 Gather and document feedback about listing and marketing activities from client and potential tenants. 5.2 Review feedback with property management staff to improve future practise.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- reading skills to access and analyse client, buyer and property information and to organise database entries
- writing skills to use descriptive wording, editing and grammar to compose property descriptions
- analysis skills and checking skills to ensure accuracy of information, records and database reports
- technological skills to operate databases and to create, store, backup and retrieve data and to produce reports
- interpersonal and team work skills to work effectively with other people.

Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to:

- CPPDSM3001A Assist in listing properties for lease
- CPPDSM3003A Assist in marketing properties for lease
- CPPDSM4010A Lease property.

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

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Assessment Requirements for CPPREP3101 Assist in listing and marketing properties for lease

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM3001A Assist in listing properties for lease,

CPPDSM3003A Assist in marketing properties for lease and CPPDSM4010A Lease property.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must assist in listing and marketing two different types of property for lease and reviewing stakeholder feedback at the conclusion of the process.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- Commonwealth and state or territory legislation and local government regulations relating to listing and marketing properties for lease
- ethical standards in real estate relating to listing and marketing properties for lease
- sources of property and client information
- types of databases used in real estate
- processes for:
  - data entry and retrieval techniques
  - file storage and backup
  - production of reports
  - search techniques
  - data security
- information stored in real estate databases.

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Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- a real estate agency workplace or simulated workplace, staff and business documentation relating to listing and marketing properties for lease
- equipment, communication and data access and storage technology required for listing and marketing properties for lease
- materials and equipment meeting the operational requirements for a real estate agency, including:
  - policies, procedures, forms and records relating to listing and marketing properties for lease
  - position description including detailed roles and responsibilities for the role to be assumed by the person undergoing assessment
  - role descriptions for people participating in role-play exercises
  - simulated realistic internet and social media presence
  - simulated property and client databases
- details of two properties for lease, including a portfolio of issues with each property that must be considered in preparing the draft appraisal reports.

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

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CPPREP3102 Assist in listing and marketing properties for sale

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM3002A Assist in listing properties for sale and CPPDSM3004A Assist in marketing properties for sale.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to assist with listing and marketing all forms of property for sale as part of a real estate agency sales team.

The unit applies to support workers in real estate undertaking tasks with at least a moderate degree of autonomy and performing routine activities without close supervision.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Assist with property appraisal and listing.	1.1 Record client requirements for property for sale and request from client, any other information required for appraisal. 1.2 Use comparable property details to collate information, draft and finalise appraisal report and send draft report to appropriate personnel for finalising. 1.3 Schedule and document property inspection and appraisal

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	meeting. 1.4 Prepare listing documents for consideration by sales staff before presentation to client. 1.5 Gather and prepare information for entry in property and client databases according to agency practice, legislative requirements and privacy guidelines.
2. Prepare to market property for sale.	2.1 Prepare draft marketing plan using marketing media and activities. 2.2 Prepare property descriptions and select images for print and electronic distribution for consideration by sales team. 2.3 Amend and finalise draft plan after feedback from sales team. 2.4 Prepare schedule of marketing activities and notify property sales team.
3. Support team in marketing property for sale.	3.1 Undertake marketing activities according to marketing plan and instructions from property sales staff. 3.2 Provide requested information to potential buyers about the property and sales arrangements. 3.3 Refer any questions or requests from potential buyers outside own scope to property sales staff.
4. Provide follow-up service.	4.1 Gather and organise information for property sales team to facilitate provision of follow-up service to client and potential buyers according to agency practice. 4.2 Obtain stakeholder feedback to support the property sales service.
5. Review marketing activities.	5.1 Gather and document feedback about listing and marketing activities from client and potential buyers. 5.2 Review feedback with sales staff to improve future practise.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- reading skills to access and analyse client, buyer and property information and to organise database entries
- analysis skills and checking skills to ensure accuracy of information, records and database reports

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- technological skills to operate databases and to create, store, backup and retrieve data and to produce reports
- interpersonal and team work skills to work effectively with other people.

Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to:

- CPPDSM3002A Assist in listing properties for sale
- CPPDSM3004A Assist in marketing properties for sale.

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

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Assessment Requirements for CPPREP3102 Assist in listing and marketing properties for sale

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM3002A Assist in listing properties for sale and CPPDSM3004A Assist in marketing properties for sale.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must assist in listing and marketing two different types of property for sale and reviewing stakeholder feedback at the conclusion of the process.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- Commonwealth and state or territory legislation and local government regulations relating to listing and marketing properties for sale
- ethical standards in real estate relating to listing and marketing properties for sale
- sources of property and client information
- types of databases used in real estate
- processes for:
  - data entry and retrieval techniques
  - file storage and backup
  - production of reports
  - search techniques
  - data security
- information stored in real estate databases.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

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Assessors are responsible for ensuring that the person demonstrating competency has access to:

For assessment conducted in the workplace:

- a real estate workplace, staff and business documentation relating to listing and marketing properties for sale
- equipment, communication and data access and storage technology required for listing and marketing properties for sale.

For assessment in a simulated workplace environment:

- materials and equipment meeting the operational requirements for a real estate agency, including:
  - policies, procedures, forms and records relating to listing and marketing properties for sale
  - position description including detailed roles and responsibilities for the role to be assumed by the person undergoing assessment
  - role descriptions for people participating in role-play exercises
  - simulated realistic internet and social media presence
  - simulated property and client databases
  - equipment, communication and storage technology required for listing and marketing properties for sale
- details of two properties for sale, including a portfolio of issues with each property that must be considered in preparing the draft appraisal reports.

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

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CPPREP3103 Assist with the sale of properties

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to CPPDSM3005A Assist with the sale of properties.

Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to assist with the sale of all forms of property by private treaty or auction as part of a sales team.

It includes assisting with property inspections, sales presentations and preparing for auctions.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Assist with property inspections.	1.1 Confirm details of property inspections with appropriate persons. 1.2 Assist members of sales team in planning, preparing and conducting property inspections. 1.3 Communicate effectively with prospective buyers to answer questions fully or refer query to appropriate person. 1.4 Contribute to sales team review of property inspection.

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2. Prepare for delivery of property sales presentation.	2.1 Use effective interpersonal communication techniques to clarify buyer requirements and to respond to buyer questions and concerns. 2.2 Prepare materials to assist with sale of property. 2.3 Confirm details of appointment for sales presentation. 2.4 Assist sales team members in delivering sales presentation. 2.5 Contribute to sales team review of sales presentation.
3. Assist with follow-up service.	3.1 Research and prepare information for sales team follow-up service for seller and prospective buyers. 3.2 Assist sales team to follow-up seller and prospective buyers.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to CPPDSM3005A Assist with the sale of properties.

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

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Assessment Requirements for CPPREP3103 Assist with the sale of properties

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to CPPDSM3005A Assist with the sale of properties.

Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must assist with the sale process for two different properties in real estate.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- Commonwealth, and state or territory legislation and local government regulations relating to assisting with the sale of properties in real estate
- ethical standards in real estate relating to property sales
- consumer protection principles that impact on the sale of property
  - cooling off provisions
  - false representations and misleading conduct in relation to the sale of property
  - secret commissions
- general legal principles that impact on property law relating to the sale of property
- requirements of property buyers
- methods of planning, preparing and conducting property inspections
- methods of sale of property
- types of assistance required in property sales:
  - addressing concerns of key decision makers
  - arranging to gather requested information for buyer
  - displaying selling features of property
  - providing agency promotional material
  - providing comparable sales information
  - providing information on market conditions

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- responding to client questions
- taking notes of buyer questions and requests for information
- techniques for identifying needs and motivation of buyers
- techniques for effective interpersonal communication:
  - active listening
  - providing an opportunity for the seller or buyer to clarify their understanding of the sales process
  - questioning and seeking feedback from the seller or buyer to confirm own understanding of their needs and expectations
  - summarising and paraphrasing to check understanding of seller and buyer message
  - using appropriate body language.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

For assessment conducted in the workplace:

- a real estate agency workplace, staff and business documentation relating to the sale of property
- equipment, communication and data access and storage technology required to assist with the sale of property in real estate.

For assessment in a simulated workplace environment:

- materials and equipment meeting the full industry standard for a mid-size real estate agency, including:
  - comprehensive business plans, strategies, policies, procedures, forms and records including:
    - agenda and notes of sales team meetings relating to property sales
    - feedback and complaints registers, including resolutions of complaints about property sales and results from analysis of feedback
  - database/s, including simulated sets of records of current and recent listings, sales reports, and comprehensive sales data
  - position descriptions for all sales team employees including detailed roles and responsibilities
  - position description including detailed roles and responsibilities for the role to be assumed by the person undergoing assessment
  - role descriptions for people participating in role-play exercises
  - simulated realistic internet and social media presence
  - equipment, communication and data access and storage technology required to assist with the sale of property in real estate.

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Links

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CPPREP3104 Assist with maintaining and protecting condition of managed properties

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to CPPDSM3008A Maintain and protect condition of managed properties.

Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to inspect managed properties, prepare inspection reports, and implement required repairs and maintenance.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Determine inspection requirements.	1.1 Determine purpose and type of managed property inspection according to landlord's requirements and agency practice. 1.2 Identify critical aspects requiring inspection from property documentation and legislative requirements. 1.3 Negotiate and establish inspection procedure and time line. 1.4 Coordinate access arrangements according to agency

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	practice and legislative requirements.
2. Assist with inspection of property.	2.1 Analyse property condition against market expectations of normal wear and tear and legislative requirements for the maintenance of leased property. 2.3 Identify and seek assistance with situations requiring specialist advice as required and according to agency practice.
3. Report inspection findings.	3.1 Record inspection findings in a format suitable for analysis and dissemination. 3.2 Support inspection conclusions with verifiable evidence. 3.3 Distribute inspection report according to client and agency requirements.
4. Manage repairs to managed properties.	4.1 Identify appropriate tradespeople from practice database to complete required repairs or maintenance. 4.2 Arrange completion of repairs and maintenance according to management agreement, landlord instructions and legislation. 4.3 Check completed repairs or maintenance are to required standard, and follow-up if additional work is required. 4.3 Prepare and supply report on repair and maintenance work to landlord on completion of work.
5. Maintain maintenance documentation.	5.1 Support property management team to advise landlord of expected future maintenance requirements and costs. 5.2 Discuss benefits of systematic, planned preventative maintenance programs with landlord. 5.3 Maintain accurate records of property maintenance. 5.4 Assist with preparing regular reports to landlord on property condition and options for protecting asset value.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to CPPDSM3008A Maintain and protect condition of managed properties.

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Assessment Requirements for CPPREP3104 Assist with maintaining and protecting condition of managed properties

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to CPPDSM3008A Maintain and protect condition of managed properties.

Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must support the property manager in the maintenance and protection of the condition of two managed properties.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- Commonwealth and state or territory legislation and local government regulations relating to maintaining and protecting condition of managed properties in real estate
- ethical standards in real estate relating to maintaining and protecting condition of managed properties
- types of property documentation
- verifiable evidence of property inspections:
  - inspection checklists, records and notes
- processes for:
  - planning, organising and conducting property inspections
- techniques for effective interpersonal communication:
  - active listening
  - providing opportunities for clarification of understanding
  - questioning and seeking feedback
  - summarising and paraphrasing to check understanding using appropriate body language.

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Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- a real estate agency workplace, staff and business documentation relating to maintaining and protecting condition of managed properties
- equipment, communication and data access and storage technology required for maintaining and protecting condition of managed properties
- two managed properties for which maintaining and protecting condition is required
- information about accessing the properties using industry processes, including:
  - agreements
  - building codes
  - checklists
  - contracts
  - licences
  - permits
  - plans
  - previous inspection reports
  - specifications
- materials and equipment meeting the operational requirements for a mid-size real estate agency, including:
  - policies, procedures, forms and records relating to maintaining and protecting condition of managed properties
  - position description including detailed roles and responsibilities for the role to be assumed by the person undergoing assessment
  - role descriptions for people participating in role-play exercises.

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

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CPPREP3105 Assist with property inspection

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM3011 Monitor building facilities and CPPDSM3014A Undertake property inspection.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to assist with the inspection of property for condition and compliance with approved requirements.

The unit applies to support workers in real estate undertaking tasks with at least a moderate degree of autonomy and performing routine activities without close supervision.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Prepare for property inspection.	1.1 Determine purpose and type of property inspection according to client requirements and agency practice. 1.2 Prepare property documentation required for property inspection. 1.3 Negotiate and establish inspection procedure and time line. 1.4 Coordinate access arrangements people according to

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	agency practice and legislative requirements.
2. Assist with property inspection.	2.1 Implement procedures for property inspection, including key control, according to agency practice. 2.2 Provide support to identify and record property condition details. 2.3 Assist in identifying situations requiring specialist advice according to agency practice.
3. Report property inspection findings.	3.1 Record inspection findings in a format suitable for analysis and dissemination. 3.2 Support inspection conclusions with evidence. 3.3 Distribute inspection report according to client and agency requirements.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to:

- CPPDSM3011 Monitor building facilities
- CPPDSM3014A Undertake property inspection.

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

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Assessment Requirements for CPPREP3105 Assist with property inspection

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM3011 Monitor building facilities and CPPDSM3014A Undertake property inspection.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must assist in completing inspections on two properties and prepare an inspection report in each case.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- Commonwealth and state or territory legislation and local government regulations relating to undertaking property inspection in real estate
- ethical standards in real estate relating to undertaking property inspection in real estate
- inspection purposes
- verifiable evidence of property inspections:
  - inspection checklists, records and notes
- processes for:
  - planning, organising and conducting property inspections
- establishing and using databases
- selecting and using business equipment and technology to access, organise and store information
- ensuring security of information
- techniques for effective interpersonal communication:
  - active listening
  - providing opportunities for clarification of understanding
  - soft questioning and seeking feedback
  - summarising and paraphrasing to check understanding using appropriate body language.

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Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- a real estate workplace, staff and business documentation relating to undertaking property inspections
- equipment, communication and data access and storage technology required for undertaking property inspections
- two properties for which undertaking property inspection is required
- detailed information about accessing each property including:
  - agreements
  - building codes
  - checklists
  - contracts
  - licences
  - permits
  - plans
  - previous inspection reports
  - specifications
- materials and equipment meeting the operational requirements for a mid-size real estate agency, including:
  - policies, procedures, forms and records relating to undertaking property inspection
  - position description including detailed roles and responsibilities for the role to be assumed by the person undergoing assessment
  - role descriptions for people participating in role-play exercises.

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

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CPPREP4001 Prepare for professional practice in real estate

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM3009 Maintain workplace safety in the property industry and CPPDSM3016 Work in the property industry.

Merged to reduce duplication.

Application

This unit specifies the skills and knowledge required to understand the personal and legislative requirements of professional practice in real estate.

It includes expressing a thorough understanding of the business structures, regulatory framework, codes of practice and professional development pathways within real estate.

This unit applies to people currently working in or seeking to work in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe what needs to be done to demonstrate achievement of the element.	
1	Explain real estate agency functions and business structure.	1.1	Explain the services offered by real estate agents.
		1.2	Identify parties to real estate transactions.
		1.3	Identify and explain the agency-principal relationship

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		1.4	Research and record forms of real estate business ownership and organisational structures.
		1.5	Research and record roles and responsibilities of key personnel in real estate, including agency principals/agent in charge/or person in effective control.
2	Interpret professional practice guidelines.	2.1	Analyse key legislation and explain its relevance to own work role.
		2.2	Interpret and explain equal opportunity and anti-discrimination principles and laws and how these apply to real estate activities in the state or territory of operation.
		2.3	Analyse and explain codes of practice relevant to the real estate industry.
		2.4	Identify the regulator for real estate activities in the state or territory of operation and explain their role in the industry.
		2.5	Identify industry bodies for real estate in the state or territory of operation and explain their role in the industry.
		2.6	Research and record licensing and eligibility requirements for real estate personnel, including required qualifications in the state or territory of operation.
3	Explain employment opportunities in the real estate industry.	3.1	Research and explain potential employment arrangements for real estate in the state or territory of operation.
		3.2	Analyse National Employment Standards and record employer and employee rights and responsibilities regarding conditions of employment.
		3.3	Examine and explain standard terms and conditions for employment in real estate.
4	Examine communication	4.1	Research communication strategies used to build client relationships.

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	skills.	4.2	Identify and explain communication strategies which can be used to address client complaints.
5	Identify professional development pathways within real estate.	5.1	Research and explain regulatory requirements for continuing professional development for real estate personnel.
		5.2	Identify and record opportunities and priorities for continuing professional development.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to:

- CPPDSM3009 Maintain workplace safety in the property industry
- CPPDSM3016 Work in the property industry.

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

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Assessment Requirements for CPPREP4001 Prepare for professional practice in real estate

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM3009 Maintain workplace safety in the property industry and CPPDSM3016 Work in the property industry.

Merged to reduce duplication.

Performance Evidence

To demonstrate competency in this unit, a person must produce a report that covers:

- the real estate agency functions and business structure
- the regulatory framework, regulator and industry bodies in the state or territory of operation
- the licensing requirements and responsibilities of:
  - the real estate licensee in charge or person who has effective control of the office
  - two other agency roles (at least one is to be a regulated role)
- the terms and conditions of employment in real estate.
- details of at least 3 different employment opportunities in the real estate industry.
- details of at least 3 different communication strategies that can be used with clients.
- at least 2 professional development pathways within real estate.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- clients of real estate services
  - vendors/sellers
  - purchasers/buyers
  - landlords/rental provider/lessee
  - tenants/renter
  - other parties to the real estate transaction
- services provided as apart of real estate activities
  - residential sales

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    - residential property management
    - property management business development
    - commercial/industrial/retail property management
    - commercial/industrial/retail sales
    - auctioneering
    - buyer's agent
    - stock and station agent
    - business broker
- legislation applying to real estate activities in the state or territory of operation
    - real estate licensing and regulation in the state or territory of operation
    - role and function of the regulator in the state or territory of operation
    - ethical and conduct standards in the state or territory of operation
    - key principles and provisions of equal opportunity and anti-discrimination
- role and function of real estate professional and industry bodies
- real estate agency structure
    - forms of ownership
    - roles and responsibilities of agency personnel
- licensing and continuing professional development requirements for real estate agents in the state or territory of operation
    - residential sales
    - residential property management
    - property management business development
    - commercial/industrial/retail property management
    - commercial/industrial/retail sales
    - auctioneering
    - buyer's agent
    - stock and station agent
    - business broking
- licensing limitations
    - licensing lending
    - unlicensed trading
- arrangements for employment in real estate
    - terms and conditions
    - rights and responsibilities of employer
    - rights and responsibilities of employees
- communication skills required for professional practice in real estate
- communication strategies for responding to client complaints.

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Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- regulator and licensing requirements for the state or territory of operation
- qualification and professional development requirements for real estate roles
- real estate employment terms and conditions
- real estate professional practice codes of conduct.

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

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CPPREP4002 Access and interpret ethical practice in real estate

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4007A Identify legal and ethical requirements of property management to complete agency work, CPPDSM4008A Identify legal and ethical requirements of property sales to complete agency work, CPPDSM4015B Minimise agency and consumer risk and CPPDSM4057 Monitor a safe workplace in the property industry.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to work ethically in real estate.

It includes expressing a thorough understanding of ethical standards in real estate.

This unit supports real estate professionals in reducing financial and reputational risks, in meeting consumer protection standards, and in dealing responsibly with ethical breaches and challenges.

This unit applies to people currently working in or seeking to work in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	Analyse ethical practice in real estate.	1.1	Research and examine the foundation for ethical practice applicable to real estate and its relationship to ethical behaviour.

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		1.2	Explain ethical consideration in personal decision-making.
		1.3	Analyse and examine statutory and industry standards, codes of practice or codes of conduct in relation to ethical practice in real estate.
2	Interpret consumer protection requirements in real estate.	2.1	Access, read and interpret consumer protection requirements in real estate to identify risks. • risks to consumer • risk to agency • risk to industry • personal risk.
		2.2	Explain the impact of fraudulent activities on consumer and agency.
3	Source and review ethical practices in real estate.	3.1	Source and review statutory and industry standards and codes of practice or codes of conduct for ethical practice in real estate.
		3.2	Describe ethical practice standards for privacy, confidentiality and security of customer information.
		3.3	Review and explain ethical standards for: • privacy, confidentiality and security of customer information • disclosure of material facts, conflict of interest and referrals • price guide recommendations.
		3.4	Describe communication strategies for clear representations of consumer rights and responsibilities, and complaints resolution processes.
		3.5	Demonstrate appropriate communication strategies for ethical practice in relationships with customers, clients and external agencies.
4	Examine strategies to resolve concerns	4.1	Research and record sources of specialist advice about ethical practice in real estate.

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4.2	Explain strategies to respond to concerns about discrepancies between personal or agency practice and real estate ethical practice standards.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes but is not equivalent to:

- CPPDSM4007A Identify legal and ethical requirements of property management to complete agency work
- CPPDSM4008A Identify legal and ethical requirements of property sales to complete agency work
- CPPDSM4015B Minimise agency and consumer risk
- CPPDSM4057 Monitor a safe workplace in the property industry.

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

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Assessment Requirements for CPPREP4002 Access and interpret ethical practice in real estate

Modification History

Release 1	This version first released with CPP Property Services Training Package Release 8.0. Supersedes but is not equivalent to CPPDSM4007A Identify legal and ethical requirements of property management to complete agency work, CPPDSM4008A Identify legal and ethical requirements of property sales to complete agency work, CPPDSM4015B Minimise agency and consumer risk and CPPDSM4057 Monitor a safe workplace in the property industry. Merged to reduce duplication. Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must access a published real estate industry prosecution where consumer protection requirements were breached and develop a report that includes:

- a description of the unethical practice
- an explanation of how the unethical practice relates to consumer protection requirements
- an explanation of real estate ethical standards and codes of conduct or codes of practice related to the prosecution, including those that could have been applied and would demonstrate ethical practice
- options available to respond to a discrepancy between unethical practice and ethical practice standards including sources of specialist advice.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- principles of ethical practice and their application in real estate:
  - client protection
  - client focus
  - fairness
  - honesty
  - respect
  - clear communication
  - professional courtesy

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    - confidentiality, security of information and privacy
- risks to clients, agency, industry, community and self, arising from real estate transactions and fraudulent activities
- legislation relevant to real estate agent practices and consumer protection in the state or territory:
    - real estate agents and licensing
    - property sales and management
    - privacy
    - fair trading and consumer protection
    - discrimination
    - work health and safety/occupational health and safety
    - environmental (sustainability)
    - employment and industrial relations
    - foreign investment
    - secret commissions
- codes and standards for ethical practice in real estate
- penalties for breaches of codes and standards for ethical practice in real estate
- ethical practice in real estate:
    - maintaining and developing industry qualifications, licences, competency and currency
    - maintaining knowledge of relevant legislation and truly demonstrating this knowledge in real estate activities and transactions
    - complying with fiduciary duty and obligations
    - acting with honesty, fairness and professionalism
    - exercising skill, care and diligence
    - acting in the best interest of clients
    - following principal's instructions unless unlawful
    - maintaining confidentiality and security of information
    - obtaining and acting according to client authority and instructions
    - maintaining independence and disclosing and managing potential conflicts of interest
    - disclosing real and potential conflicts of interest, including disclosing material particulars or material facts, beneficial interests, commission, rebates
    - making sure advertising and communications are not false or misleading
    - using clear communication in all dealings with all parties to the real estate transaction, including providing written documents and signed documents
- behaviours considered unethical
- strategies to respond to concerns and discrepancies between personal or agency practice and real estate standards for ethical practice
- role of procedures, forms and documents in managing risk of unethical practice
- sources of advice about ethical practices:
    - industry bodies
    - regulators

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  - technical experts
- communication strategies for responding to client complaints.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- case notes and details of prosecutions within real estate relating to unethical practices and breaches of consumer protection standards
- real estate, fair trading and consumer protection legislation in the state or territory of operation, including offences and penalties
- statutory and industry standards for ethical practice in real estate, including codes of conduct or codes of practice
- sample industry standard forms and documents that support ethical practice in real estate transactions.

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

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CPPREP4003 Access and interpret legislation in real estate

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to CPPDSM4002A Apply knowledge of state or territory legislative and regulatory framework to complete agency work.

Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to identify, access and interpret legislation relevant to work in real estate.

It includes developing an understanding of the legislative framework, its structure and the impact of legislation on work in real estate.

This unit applies to people currently working in or seeking to work in real estate.

The unit is particularly relevant when people seek to relocate and resume practice in a different state or territory or to offer different real estate industry services.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	Interpret legislation.	1.1	Identify and explain common problems with interpreting legislation and consequences for misinterpreting legislation.

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		1.2	Identify and interpret guidance material to support interpretation of legislation.
		1.3	Identify and analyse legislation relevant to real estate activities.
		1.4	Explain the role of regulators in relation to the legislation.
2	Maintain knowledge of current legislation.	2.1	Identify own responsibility to access, read, interpret and apply legislation to real estate operations.
		2.2	Identify and apply techniques to access current and point-in-time versions of legislation.
		2.3	Identify and apply techniques for tracking changes and amendments to legislation.
3	Identify processes to resolve concerns.	3.1	Examine and record processes to investigate discrepancies in application of legislation.
		3.2	Examine and record processes to respond to discrepancies between personal or agency practice and current legislation.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to CPPDSM4002A Apply knowledge of state or territory legislative and regulatory framework to complete agency work.

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

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Assessment Requirements for CPPREP4003 Access and interpret legislation in real estate

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to CPPDSM4002A Apply knowledge of state or territory legislative and regulatory framework to complete agency work.

Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must:

- access and analyse at least two pieces of legislation that apply to real estate in the state or territory of operation and provide a report to include:
  - full titles of legislation
  - the purpose of each of the pieces of chosen legislation
  - the key components of the pieces of chosen legislation
  - two breaches specified within the legislation and the penalties for each breach
  - how to identify the currency of the chosen legislation
- explain the process for addressing discrepancies in the application of legislation for personal or agency practice.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- sources of legislation applying to real estate operations in the state or territory of operation
- legal framework in Australia and the state or territory of operation:
  - common law
  - contract law
  - equity law
  - statute law
- key components of legislation:
  - Acts
  - regulations
  - amendments

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    - mandatory codes of practice
    - schedules
    - appendices
- structure of legislation:
    - long title
    - short title
    - commencement
    - application
    - contents
    - definitions
    - headings
    - parts
    - divisions and subdivisions
    - clauses and subclauses
    - schedules and appendices
- legislation relevant to real estate in the state or territory of operation and roles, including Commonwealth and state or territory legislation:
    - real estate agents, licensing and conduct
    - property sales and management
    - privacy
    - fair trading and consumer protection
    - anti-discrimination and equal opportunity
    - work health and safety/occupational health and safety
    - environmental (sustainability)
    - employment and industrial relations
    - planning and zoning
    - foreign investment
    - secret commissions
- interrelationship between pieces of legislation
- key principles for reading and interpreting legislation:
    - aids to interpret legislation:
        - external: interpretations of legislation, Acts, Hansard/parliamentary papers, legal dictionaries and previous judicial interpretations
        - internal: objectives, legislation to be accessed as a whole, definitions and interpretation sections in legislation, headings and margin notes
    - language conventions and expressions:
        - and/or
        - gender
        - hierarchy
        - includes

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    - may, should and must
  - reading rules:
    - context
    - golden
    - literal
    - mischief
    - purposive
  - express mention of one thing to the exclusion of another
  - words interpreted through their connection with other words
  - words with the same meaning
- regulators relevant to real estate in the state or territory of operation and their role
- breaches of legislation and penalties in the state or territory of operation
- value of penalty units in the state or territory of operation
- relationship between real estate codes of practice and codes of conduct and legislation applying to real estate operations
- responsibility of persons working in real estate to maintain current knowledge of legislation
- techniques to identify and track changes to legislation, including point-in-time versions and current versions
- sources of advice about legislation applying to real estate in the state or territory of operation
- processes to respond to concerns, conflicts and discrepancies relating to applying legislation to real estate activities in the state or territory of operation
- communication strategies for responding to client complaints.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- online databases for legislation relevant to real estate in the state or territory of operation
- websites and online databases for regulators relevant to real estate activities in the state or territory of operation

current legislation and legislation guidance material relevant to real estate in the state or territory of operation, including legislation for consumer protection.

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

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CPPREP4004 Establish marketing and communication profiles in real estate

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to CPPDSM4005A Establish and build client-agency relationships.

Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to develop marketing and communication profiles in real estate.

It includes understanding methods for marketing and communicating, clarifying type, value and purpose of different communication activities and developing a personal profile for marketing and communication in real estate.

This unit applies to people currently working in or seeking to work in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	Interpret marketing and communication	1.1	Identify and analyse the intent, purpose and relationship between marketing and communication channels.
		1.2	Explain the role of marketing and communication in

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	channels.		client and community engagement.
		1.3	Identify and explain ethical practice considerations in marketing and communication.
		1.4	Interpret the role of marketing and communication in client, customer and community engagement.
2	Develop a personal profile.	2.1	Examine general expectations of clients for a real estate service.
		2.2	Record alignment between personal practice and client expectations.
		2.3	Explain the importance of personal profile in attracting potential clients.
		2.4	Create an ethical personal profile for marketing and communication purposes.
		2.5	Record ways of resolving outstanding matters arising from client expectations.
3	Examine client engagement practices for marketing property	3.1	Examine general expectations of clients for property marketing.
		3.2	Research and explain how a property is represented to appeal to a client.
		3.3	Analyse and record the alignment between the property profile and marketing approach.
4	Examine marketing and communication channels for community engagement.	4.1	Identify and analyse community expectations for real estate marketing and communications.
		4.2	Identify and analyse methods used by an agency to engage the community.
		4.3	Analyse and explain the alignment between an agency marketing and communication approach and community expectations.
		4.4	Identify the risks to the agency of poor marketing and communication practices and possible strategies to

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minimise the risks.

4.5 Identify and analyse community expectations for real estate marketing and communications.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to CPPDSM4005A Establish and build client-agency relationships.

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

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Assessment Requirements for CPPREP4004 Establish marketing and communication profiles in real estate

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to CPPDSM4005A Establish and build client-agency relationships.

Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must develop 3 marketing and communication profiles. These profiles must include:

- 1 designed to engage the community for an agency
- 1 individual personal profile designed to attract potential clients
- 1 marketing profile for a property designed to engage clients.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- real estate services:
  - sales
  - property management
  - lease
  - auction
  - buyers' agent
  - stock and station agent
  - business broking
- general expectations of clients and community
- types of marketing and communication in real estate
- methods for marketing and communicating:
  - the agent to the client
  - the property to the client
  - the agency to the community
- ethical practice in marketing and communication in real estate

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- legal obligations in marketing and communication in real estate
- marketing and communication techniques:
  - profiling of people and environment
  - target market analysis
  - analysis of factors, including location, competition, opportunities
- purposes of personal, property and agency profiles
- communication strategies for responding to client complaints.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- at least one example of a marketing and communication profile for a property
- at least one example of an agency marketing and communication document.

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

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CPPREP4005 Prepare to work with real estate trust accounts

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4006A Establish and manage agency trust accounts and CPPDSM4080A Work in the real estate industry.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to work with real estate trust accounts within established agency controls.

This unit applies to people currently working in or seeking to work in the real estate industry.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	Examine trust accounts.	1.1	Analyse legislation relating to the operation of trust accounts in real estate.
		1.2	Explain the purpose of trust accounts in real estate.
		1.3	Analyse regulatory requirements for the operation of trust accounts, including manual and electronic operating systems.

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2	Identify established controls applicable to real estate trust account transactions.	2.1	Explain the roles and responsibilities of real estate personnel for trust account activities, including referral of issues.
		2.2	Explain scope and limitations of own role for trust account activities.
		2.3	Analyse licensee-in-charge responsibilities for trust account transactions, including audits.
		2.4	Explain impacts on clients and agency of inaccuracies in trust account and of trust account fraud.
3	Explain common inaccuracies in trust account transactions.	3.1	Explain standard transactions that occur in real estate trust accounts.
		3.2	Explain common sources of inaccuracies in trust account transactions and the processes to address these.
		3.3	Outline monthly trust account processes required by legislation in the state or territory of operations.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to:

- CPPDSM4006A Establish and manage agency trust accounts
- CPPDSM4080A Work in the real estate industry.

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

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Assessment Requirements for CPPREP4005 Prepare to work with real estate trust accounts

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4006A Establish and manage agency trust accounts and CPPDSM4080A Work in the real estate industry.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must:

- explain the purpose of trust accounts in real estate
- review at least 5 trust transactions, and for each transaction determine who, within established agency processes, has the scope of responsibility for executing the transaction
- review documents relating to end of month processing and identify key components that are required by legislation in the state or territory of operation.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- difference between trust money and general business trading money
- different types of trust money
- purpose of trust accounts in real estate
- types of real estate trust accounts in the state or territory of operation
- legal and regulatory framework for real estate trust accounts
- impact on client confidence and agency brand resulting from breaches to trust account transaction processes and fraudulent activities
- standard transactions made with trust accounts:
  - deposits, including cash, cheque, electronic funds transfer and direct deposits
  - withdrawals, including cheque and electronic funds transfer
  - entries to journals and ledgers
  - balances and reconciliations
  - reports and statements
- receiving, receipting and banking trust moneys

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- actions required where a trust account is overdrawn or compromised, or discrepancies are identified
- established industry processes to maintain trust account integrity, security, confidentiality and privacy
- role and functions of trust accounting software packages
- purpose of internal and external audits
- scope and limitations of own role in working with real estate trust accounts.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- receipts
- banking processes and procedures
- client disbursements
- office expenses
- established industry procedures for trust account transactions
- regulator and licensing requirements for trust account transactions
- summary of offences and penalties for breaches of trust account requirements
- sources of further information about real estate trust accounts.

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

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CPPREP4101 Appraise property for sale or lease

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4003A Appraise property, CPPDSM4012A List property for sale, CPPDSM4025A Advise on performance of asset, CPPDSM4030A Appraise rural property and CPPDSM4064A Participate in research of property investment.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to appraise residential property for sale or lease.

It includes selecting appraisal method/s and recommending appraisal price of property for sale or lease.

This unit does not include establishing a formal property valuation.

This unit applies to people currently working in or seeking to work in real estate who apply a knowledge of legislative and compliance requirements, ethical standards and consumer preferences to manage real estate operations.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	Prepare for	1.1	Identify and apply regulatory and legislative

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	property appraisal.		requirements of the property appraisal process.
		1.2	Confirm and document client requirements and expectations for property appraisal.
		1.3	Obtain and document agreement to proceed with property appraisal.
		1.4	Confirm and record property ownership, attributes and features relevant to property to be appraised.
2	Research and analyse property market conditions and property attributes.	2.1	Select appraisal methods suitable for the property type and location.
		2.2	Inspect property and location.
		2.3	Identify and document market conditions and indicators for sale or lease price.
		2.4	Collate source documents and information to support property appraisal.
		2.5	Analyse information to determine market indicators and expected price range or rental value for property.
		2.6	Identify sources of specialist advice to assist appraisal as required.
3	Prepare and present appraisal report.	3.1	Prepare property appraisal report.
		3.2	Present property appraisal report to client.
		3.3	Obtain and document feedback from client on property appraisal report.
		3.4	Maintain documented evidence from appraisal activities to ensure confidentiality of information.
		3.5	Analyse feedback from client to inform future presentations.

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Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to:

- CPPDSM4003A Appraise property
- CPPDSM4012A List property for sale
- CPPDSM4025A Advise on performance of asset
- CPPDSM4030A Appraise rural property
- CPPDSM4064A Participate in research of property investment.

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

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Assessment Requirements for CPPREP4101 Appraise property for sale or lease

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4003A Appraise property, CPPDSM4012A List property for sale, CPPDSM4025A Advise on performance of asset, CPPDSM4030A Appraise rural property and CPPDSM4064A Participate in research of property investment.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must appraise two different types of properties in the same geographical area for two different appraisal purposes.

At least one property must be chosen from the type of property list below:

- rural
- residential
- commercial
- industrial
- retail.

At least one appraisal purpose must be chosen from the list below:

- sale
- lease
- development site
- transfer of title
- agistment
- investment.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- role of the agent and real estate personnel in providing property appraisal, price range and rental value recommendation
- professional and ethical practices associated with property appraisals

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- property appraisal:
  - purpose of appraisal
  - appraisal methods
  - difference between appraisal and valuation
  - factors influencing comparison of properties
  - market value, including forces that impact on value
- risks and risk management strategies associated with property appraisal
- agency forms and documentation associated with property appraisal and reasons for maintaining documentation
- process to determine price range or rental value:
  - local market factors
  - return on property investment
  - economic, political and social factors
  - leasing or sales market conditions
  - supply and demand
  - future development
- property attributes:
  - building construction
  - aesthetic and design features
  - faults and hazards
  - building improvements and modifications
  - property condition and presentation
  - heating, cooling and ventilation systems
  - energy efficiency and building sustainability ratings
  - compliance with regulatory requirements
- sources of information:
  - specialist advice
  - market conditions
  - land and environmental protection plans
  - local and state regulations
  - property portals
- communication strategies for responding to client complaints.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

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- property records and portals
- market indicator information
- procedures and documents for property appraisals
- details of two properties for appraisal.

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

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CPPREP4102 Market property

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4014A Market property for sale, and CPPDSM4061A Obtain prospects for listing.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to market property for sale or lease.

It includes interpreting a property appraisal report, negotiating an agreed marketing plan for a property with clients, preparing marketing materials, securing marketing resources, implementing marketing activities, accessing and using agency data on target markets, reviewing effectiveness of the marketing plan and activities and reporting on the effectiveness of marketing activities.

This unit applies to people currently working in or seeking to work in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	Establish marketing plan.	1.1	Reference property appraisal report to identify property attributes.
		1.2	Reference property listing agreement to determine

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			method of sale or lease.
		1.3	Establish target market for potential buyer or tenant.
		1.4	Develop marketing plan for property.
		1.5	Explain agency marketing service options and costs to client and recommend marketing strategies.
		1.6	Document marketing plan in consultation with client.
		1.7	Obtain and document agreement to proceed with marketing plan for property.
2	Establish and access marketing resources.	2.1	Access and examine marketing resources to reflect property marketing plan.
		2.2	Confirm marketing resources are appropriate for agreed marketing plan and selected media.
		2.3	Modify marketing resources as required to meet marketing plan and budget.
		2.4	Confirm marketing resources are consistent with agency, statutory and ethical requirements.
3	Implement marketing plan.	3.1	Brief all persons with responsibilities under the marketing plan about roles and activities.
		3.2	Conduct marketing activities as set out in agreed marketing plan.
		3.3	Monitor marketing activity responses and document data generated to build agency records.
4	Review marketing activities.	4.1	Outline marketing activities and agreed performance indicators.
		4.2	Identify opportunities for changes or enhancements to marketing plan and negotiate with client to make adjustments as required.
		4.3	Report on effectiveness of marketing activities against marketing plan and budget.

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Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to:

- CPPDSM4014A Market property for sale
- CPPDSM4061A Obtain prospects for listing.

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

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Assessment Requirements for CPPREP4102 Market property

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4014A Market property for sale, and CPPDSM4061A Obtain prospects for listing.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must prepare and implement marketing plans for two different properties. Each marketing plan must include:

- details of the property
- property and locality features
- details of the target market
- marketing budget
- performance indicators for success
- nominated points when the marketing plan will be reviewed
- marketing resources for one of these two properties that include:
  - how the property is to be described for the market
  - performance indicators.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- role of the agent in providing property marketing advice and plans
- marketing strategies for at least one of the following:
  - residential property
  - rural property
  - commercial property
- factors affecting choice of marketing strategy
- relationship between marketing and communication, and agency brand
- ethical and regulatory standards associated with marketing property, including misleading and deceptive conduct, false representation, price advertising, and advice and disclosure of material facts
- agency, ethical and regulatory practices relating to marketing, including documentation

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- agency and statutory marketing documentation and forms
- marketing budgets, agency fees and charges, and conditions
- strategies for building agency–client relationships
- techniques for identifying needs and motivation of vendors and buyers, landlords and tenants
- methods of sale or lease
- marketing activities:
  - advertising, including print and electronic media
  - agency property guides
  - brochures
  - direct marketing
  - inspections
  - mail-outs
  - networking
  - open house
  - signboards
  - electronic
- marketing resources
- principles underpinning effective marketing resources
- marketing plan
- review of effectiveness of marketing plan and materials
- communication strategies for responding to client complaints
- legislation relating to marketing of property in the state or territory of operation.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- resources and strategies for marketing property
- an appraisal report for a property
- legislation relating to marketing residential property in the state or territory of operation.

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

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CPPREP4103 Establish vendor relationships

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4056A Manage conflict and disputes in the property industry and CPPDSM4060A Negotiate sale and manage sale to completion or settlement.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to establish vendor relationships to support property sales.

It includes planning activities to achieve property listings, confirming vendor needs and expectations, preparing and conducting a listing presentation, completing a listing agreement and planning for ongoing communication and records management associated with the vendor relationship.

This unit applies to people currently working in or seeking to work in real estate who apply a knowledge of legislative and compliance requirements, ethical standards and consumer preferences to manage real estate operations.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	Plan and review	1.1	Analyse and document prospecting methods suitable for

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	prospecting methods.		property sales.
		1.2	Identify methods appropriate to target market and personal and agency brand to create a prospecting plan.
		1.3	Apply prospecting plan to create opportunities and interest in establishing vendor–agency relationships.
		1.4	Examine prospecting activities to build agency database.
2	Confirm vendor requirements.	2.1	Provide information to potential vendor about scope and services of agency.
		2.2	Establish and record vendor profile, preferences and expectations.
		2.3	Inspect, confirm and record property details.
3	Present property listing.	3.1	Plan listing presentation with reference to property appraisal report.
		3.2	Collate resources to support listing presentation plan.
		3.3	Present property listing.
		3.4	Complete listing documentation according to legislative requirements.
4	Establish communication plan.	4.1	Develop communication plan with vendor including sections for instructions and feedback on sales process.
		4.2	Document communication plan.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

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Supersedes but is not equivalent to:

- CPPDSM4056A Manage conflict and disputes in the property industry
- CPPDSM4060A Negotiate sale and manage sale to completion or settlement.

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

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Assessment Requirements for CPPREP4103 Establish vendor relationships

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4056A Manage conflict and disputes in the property industry and CPPDSM4060A Negotiate sale and manage sale to completion or settlement.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must:

- develop one prospecting plan for vendors and establish a set of criteria for evaluating the effectiveness of this plan
- prepare and deliver one listing presentation that:
  - refers to a property appraisal report
  - reflects the scope of vendor expectations
  - includes proposed method of presentation
  - includes a summary report on proposed method of presentation and proposed communication plan, and resources to support listing presentation
- complete a listing agreement that complies with legislative requirements.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- purpose of prospecting activities
- strategies and methods for attracting property listings, and their impact on agency and personal brand
- processes and methods of sale
- communication techniques for establishing and maintaining agency–client relationships including responding to client complaints
- vendor expectations and preferences:
  - method of sale
  - timeframe for sale
  - property marketing

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  - conditions to of sale
  - communication
- role of agent and agency in listing, marketing and selling property, including agency fees, charges and conditions, documents and record keeping
- ethical and regulatory standards associated with property sales:
  - disclosures
  - privacy and confidentiality
  - conflict of interest
- agency practices in relation to marketing and communication
- content and purpose of different types of listing agreements
- legislative requirements applying to listing agreements
- format and content of a listing kit
- techniques for listing presentations
- real estate agency fees, charges and conditions
- legislation relating to sale of property in the state or territory of operation.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- real estate procedures, forms and documents, including agreements
- legislation relating to sale of property in the state or territory of operation.

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

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CPPREP4104 Establish buyer relationships

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Application

This unit specifies the skills and knowledge required to establish, develop and manage positive relationships with buyers.

It includes establishing an understanding of buyer needs and expectations, matching these to property, and maintaining relationships and records of engagement with buyers throughout the buying process.

This unit applies to people currently working in or seeking to work in real estate who apply a knowledge of legislative and compliance requirements, ethical standards and consumer preferences to manage real estate operations.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	Establish relationship with buyer.	1.1	Identify and explain ethical and conduct standards, and legislative requirements to market properties to buyers.
		1.2	Promote personal and agency brand in communication with buyers.

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		1.3	Respond to and document buyer enquiry to develop agency database.
		1.4	Clarify and document buyer preferences, including location, property type and price range.
		1.5	Match buyer preferences and expectations to properties for sale.
2	Maintain buyer relationship.	2.1	Identify and present opportunities for buyer to inspect property for sale.
		2.2	Interpret buyer feedback on suitability and price of property, and report to vendor.
		2.3	Develop and document a communication strategy to address buyer expectations.
		2.4	Maintain personal, agency and industry standards for ethical practice, client service and confidentiality applicable to buyer relationship.
		2.5	Identify potential conflicts, plan responses and resolve conflicts within scope of responsibility, and review and document process.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

New unit of competency.

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

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Assessment Requirements for CPPREP4104 Establish buyer relationships

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Performance Evidence

To demonstrate competency in this unit, a person must:

- document the process and actions to respond to two different methods of buyer enquiry
- demonstrate how the needs and expectations of two buyers are matched to properties from a selection of at least six different property profiles
- develop a communication strategy, including record keeping processes, to address buyer expectations.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- role of agent, agency and personal brand in establishing and managing buyer relationships including fees, charges and conditions
- methods of buyer enquiry, including two of the following:
  - open home
  - email
  - phone
  - website
  - walk-in
  - referral
- communication styles and techniques to:
  - identify and clarify preferences, expectations, needs and motivation of buyers
  - qualify buyers
  - present properties to buyers
- strategies to match properties to buyers
- methods of sale of property
- techniques for establishing and maintaining relationships

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- techniques to identify and manage disputes and conflict:
  - conciliation and mediation
  - third-party managed processes
- legislation and ethical practice in buyer relationships:
  - disclosures
  - privacy
  - conflict of interest
  - complaint-handling
- record keeping relating to buyer relationship and interactions.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- records and databases for properties available for sale
- property profiles for at least six properties
- buyer profiles for two buyers
- procedures and forms for taking buyer enquiries and qualifying buyers
- legislation and standards applying to real estate transactions in the state or territory of operation.

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

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CPPREP4105 Sell property

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4017A Negotiate effectively in property transactions, CPPDSM4021A Sell and finalise sale of rural property by private treaty, CPPDSM4022A Sell and finalise the sale of property by private treaty, CPPDSM4067A Plan for and complete sale of rural property by auction and CPPDSM4078A Sell rural property by tender.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to sell property by methods including private treaty, auction and other negotiations.

It includes presenting property for sale, negotiating sales between vendors and buyers, and facilitating completion of contracts.

This unit applies to people currently working in or seeking to work in real estate who apply a knowledge of legislative and compliance requirements, ethical standards and consumer preferences to manage real estate operations.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	Prepare property	1.1	Examine and apply legislative requirements and ethical

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	for sale.		standards relating to the sale of property.
		1.2	Provide recommendations to vendor about property presentation to maximise buyer interest.
		1.3	Verify that contract and supporting documents are available for potential buyers.
		1.4	Identify potential risks to vendor, prospective buyers and agent associated with property inspection, and propose control measures.
		1.5	Plan and facilitate property inspection that meets vendor and buyer needs.
		1.6	Record inspection details.
		1.7	Discuss buyer feedback with vendor and make recommendations as required.
2	Complete property sale by negotiation.	2.1	Negotiate offer with buyer and vendor, including terms and conditions, according to agency practice and legislative requirements, and seek specialist advice as required.
		2.2	Confirm deposit requirements.
		2.3	Facilitate completion of sale and deposit.
		2.4	Complete documentation as required.
3	Complete sale of property by auction.	3.1	Plan auction processes, including day of auction.
		3.2	Collate documentation for auction day.
		3.3	Facilitate final inspection of property and respond to buyer enquiry.
		3.4	Assist bidders in bidding processes
		3.5	Negotiate with buyer and vendor when a property is passed in.
		3.6	Communicate with under-bidders.
		3.7	Complete documentation.

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		3.8	Complete follow-up procedures after auction according to agency practice, ethical standards and legislative requirements.
4	Conclude sale of property.	4.1	Facilitate pre-settlement processes.
		4.2	Plan for contingencies that may affect the completion of sale.
		4.3	Complete settlement day processes.
		4.4	Confirm settlement has concluded and complete post-settlement processes.
		4.5	Update records and databases to record sales and inform future prospecting activities.
5	Evaluate sales process and identify opportunities for future business.	5.1	Complete post-sale activities.
		5.2	Evaluate vendor and buyer satisfaction.
		5.3	Update records and databases to inform future prospecting activities.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to:

- CPPDSM4017A Negotiate effectively in property transactions
- CPPDSM4021A Sell and finalise sale of rural property by private treaty
- CPPDSM4022A Sell and finalise the sale of property by private treaty
- CPPDSM4067A Plan for and complete sale of rural property by auction
- CPPDSM4078A Sell rural property by tender.

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Links

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Assessment Requirements for CPPREP4105 Sell property

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4017A Negotiate effectively in property transactions, CPPDSM4021A Sell and finalise sale of rural property by private treaty, CPPDSM4022A Sell and finalise the sale of property by private treaty, CPPDSM4067A Plan for and complete sale of rural property by auction and CPPDSM4078A Sell rural property by tender.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must complete the sale process for two different properties: one sale by negotiation and one sale by auction.

The person must complete the documentation required to meet legislative requirements.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- methods of sale:
  - negotiation
  - auction
  - set sale/tender
- factors affecting the selection of the method of sale
- property presentation and role of property inspections in selling property
- property inspection plans
- risks and risk management strategies associated with property inspections including risk to vendor, to prospective buyer/s, to agency and self
- role of agent in presenting property to potential buyer/s
- methods of communicating feedback to vendor from property inspections
- personal and agency brand
- ethical practices in selling property, including full disclosure and material facts
- strategies to respond where buyer and vendor expectations are not aligned
- legislation affecting sale of property in the state or territory of operation
- general legal principles that impact on property law relating to the sale of the property:

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  - definitions of property
  - easements
  - covenants
  - mortgages
- statutory and agency documentation relating to property sales
- pre-settlement and settlement processes required in the state or territory of operation
- contingency plans for matters that may affect the completion of sale
- agency fees and charges, and conditions
- agency records:
  - key features of a records management system
  - reasons for maintaining property records
  - types of agency records
- communication strategies for responding to client complaints.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- agency records and databases
- agency procedures, forms and documents for taking buyer enquiries and qualifying buyers
- legislation and standards applying to real estate transactions in the state or territory of operation.

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

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CPPREP4121 Establish landlord relationships

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4011A List property for lease, CPPDSM4013A Market property for lease, CPPDSM4016A Monitor and manage lease or tenancy agreement.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to establish landlord relationships to support property management.

It includes establishing an agreement with a landlord to provide residential property management services and maintaining the relationship including keeping records of interactions with landlords.

This unit applies to people currently working in or seeking to work in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	Confirm scope of landlord requirements.	1.1	Identify ethical and conduct standards for listing properties for lease and/or management.
		1.2	Confirm landlord experience and expectations for

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			property management.
		1.3	Confirm scope of property management services.
		1.4	Review rental appraisal to confirm rental price range expectation with landlord.
		1.5	Record details of property inspection according to legislative requirements.
2	Complete property management agreement.	2.1	Prepare agreement for property leasing and/or management services.
		2.2	Document landlord acceptance of fees, charges and services to be provided.
		2.3	Complete agreement for property management according to agency practice and legislative requirements.
3	Establish framework for communication.	3.1	Develop landlord communication plan, including frequency of communication and details to be provided in the communication.
		3.2	Advise landlord about contact people within the property management team.
		3.3	Establish communication protocols for repairs and maintenance.
		3.4	Determine landlord expectations for tenant selection and ongoing tenancy management.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- technology skills to access information using the internet, databases and business records management systems.

Unit Mapping Information

No equivalent unit.

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Supersedes but is not equivalent to:

- CPPDSM4011A List property for lease
- CPPDSM4013A Market property for lease
- CPPDSM4016A Monitor and manage lease or tenancy agreement.

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

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Assessment Requirements for CPPREP4121 Establish landlord relationships

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4011A List property for lease, CPPDSM4013A Market property for lease, CPPDSM4016A Monitor and manage lease or tenancy agreement.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must establish and maintain a relationship with at least 2 landlords.

The person must:

- develop a schedule for communication with one landlord, including:
  - frequency of communication and details to be provided in the communication
  - communication protocols for repairs and maintenance
  - expectations for tenant selection and ongoing tenancy management
  - timeframe for conducting and reporting on routine inspections
- prepare an agreement for property management for at least one property according to legislative requirements
- analyse a circumstance where landlord expectations were not met and provide a report with recommended action to prevent this from reoccurring.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- scope of property management services:
  - marketing activities
  - services provided
  - landlord expectations of tenant
- agreements for property management services:
  - terms and conditions
  - fees and charges

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    - repairs and maintenance
    - outgoings applicable to the property (such as rates, strata fees)
- terms and conditions relating to property inspections and repairs
- strategies for building agency-client relationships
- role of agent in providing property management
- risks and risk management strategies associated with property management
- ethical and regulatory standards associated with property management services
- privacy standards and confidentiality relating to landlord and tenant
- property management documentation and forms
- agency property records:
    - key features of a records management system
    - reasons for maintaining property records
    - types of property records
- key indicators of market conditions for property management
- sources of information about market conditions
- market conditions:
    - leasing market conditions
    - sales market conditions
- legislative requirements applying to listing agreements and documentation
- legislation relating to property management in the state or territory of operation:
    - real estate licensing and conduct
    - anti-discrimination and equal employment opportunity
    - consumer protection, fair trading and trade practices
    - financial services
    - work health and safety/occupational health and safety
    - privacy
    - property sales and management
    - residential tenancies
- communication strategies for responding to client complaints.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Tasks are to be performed to the level of proficiency and within the time limits expected in a workplace.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- agency procedures, forms and documents for property management
- legislation relating to lease and property management in the state or territory of operation

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- case study where landlord expectations about property management were not met.

Links

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CPPREP4122 Manage tenant relationships

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4046A Manage tenancy disputes.

Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to establish tenant relationships in property management.

It includes responding to enquiries from tenants, establishing details and profile of potential tenants, matching tenants with properties, aligning landlord and tenant expectations, managing relationships and maintaining records of interactions.

This unit applies to people currently working in or seeking to work in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	Respond to tenant enquiry.	1.1	Document source of tenant enquiry.
		1.2	Confirm tenant needs and expectations to create tenant profile.
		1.3	Determine suitability of property for tenant to inspect.

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		1.4	Provide tenant with information about the property including application information.
		1.5	Conduct property inspection with tenant.
2	Select tenant for property.	2.1	Review tenant profile and assess it against selection criteria for suitability for property.
		2.2	Confirm tenant references and document outcomes.
		2.3	Make recommendations to landlord about tenant selection.
3	Provide tenancy documentation.	3.1	Prepare tenancy documentation, including agreement, condition report and documentation, according to requirements in the state or territory of operation.
		3.2	Explain conditions of tenancy agreement, condition report and other documents to tenant.
		3.3	Explain entry cost to tenant and requirements of payment.
4	Commence tenancy.	4.1	Complete tenancy documentation according to statutory and agency requirements and provide tenant with copies.
		4.2	Provide keys and security devices to tenant.
		4.3	Advise tenant about contact people within property management team for issues arising during tenancy.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- technology skills to access information using the internet, databases and business records management systems.

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Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to CPPDSM4046A Manage tenancy disputes.

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

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Assessment Requirements for CPPREP4122 Manage tenant relationships

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4046A Manage tenancy disputes.

Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must select and place tenants in two different properties, and for each property:

- prepare tenancy documentation
- provide information to tenants about rights and responsibilities.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- contact people in property management team
- tenant selection criteria:
  - legislation
  - suitability for property
  - tenant renting history
  - capacity to meet rental terms
- conditions of rental agreement:
  - format – written, oral, standard form
  - payment of rent
  - term of agreement
  - conditions of use
  - special conditions/additional terms
  - tenant entitlements
- entry costs:
  - bond
  - rent in advance
  - any other fees – allowable, not allowable and penalties

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- disclosure and documentation requirements provided to tenants prior to entering tenancy agreement as required in state or territory of operation
- bond payment, lodgement legal requirements and agency procedures
- terms and conditions, and documentation relating to property inspections, maintenance and repairs
- roles and responsibilities of landlord and of agent to tenant during tenancy
- privacy standards and confidentiality in relation to landlord and tenant
- property management documentation and forms
- rights and responsibilities of tenants
- relevant legislation relating to property management in the state or territory of operation:
  - anti-discrimination and equal employment opportunity
  - consumer protection, fair trading and trade practices
  - work health and safety/occupational health and safety
  - privacy
  - property sales and management
  - ethical practice associated with tenancy agreements including disclosure
- rent:
  - payment
  - receipting and recording
  - rent arrears
- components of tenancy documentation:
  - condition report
  - disclosure requirements
  - fixed and periodic term
  - legal obligations of tenant, landlord and agent
  - rent, bonds or security deposits
- processes for tenant requests:
  - repairs
  - urgent repairs
  - issues affecting tenancy terms and conditions
- communication strategies for responding to client complaints.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Tasks are to be performed to the level of proficiency and within the time limits expected in a workplace.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

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- range of tenant profiles
- range of property profiles
- sample tenancy agreement for the state or territory of operation
- sample property condition report used in the state or territory of operation
- agency procedures, forms and documents.

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

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CPPREP4123 Manage tenancy

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4049 Implement maintenance program for managed properties.

Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to manage a tenancy.

It includes timely and effective communication with tenant, landlord and other stakeholders and the management of rent payments, arrears, routine inspections, repairs, maintenance, tenancy renewals, rent increases and tenancy agreement breaches.

This unit applies to people currently working in or seeking to work in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	Implement routine property inspections.	1.1	Document agreed process for property inspection and for tenant notification.
		1.2	Arrange and conduct property inspection.
		1.3	Prepare routine property inspection report.

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		1.4	Document and respond to issues or discrepancies identified through property inspection.
		1.5	Communicate with tenant and landlord about property condition and document communication.
2	Manage request for repairs and maintenance.	2.1	Analyse request for repairs or maintenance to determine priority and consult with landlord for instructions.
		2.2	Document request for repair or maintenance and action taken.
		2.3	Select and engage appropriate tradesperson to quote and undertake repairs or maintenance.
		2.4	Confirm repair or maintenance has been completed to specification and quote.
		2.5	Communicate with tenant and landlord about repair and maintenance activities and document outcomes.
3	Manage additional tenant requests.	3.1	Analyse request from tenant against tenancy terms and conditions.
		3.2	Communicate tenant request to landlord and document landlord’s instructions.
		3.3	Advise tenant of outcome and document communication.
		3.4	Monitor action, in response to tenant request, to completion and complete documentation.
4	Manage tenant compliance with tenancy agreement.	4.1	Identify and manage rental arrears.
		4.2	Document and respond to identified breaches of tenancy agreement.
		4.3	Negotiate to resolve breach of tenancy agreement with landlord and tenant.
		4.4	Initiate appropriate actions when resolution of breach cannot be reached.
		4.5	Document communication undertaken with tenant and

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			landlord regarding compliance.
5	Plan for tenancy agreement renewal.	5.1	Advise landlord of advantages and disadvantages of rent increase and/or tenancy renewal.
		5.2	Identify expiry date of tenancy agreement and determine schedule for tenancy renewals.
		5.3	Document communication and negotiations with tenant and landlord regarding renewal of tenancy agreement.
		5.4	Conduct and document rent review and apply procedures to amend rent according to legislative requirements.
6	Manage property condition.	6.1	Prepare cyclic maintenance schedule for the property.
		6.2	Recommend and report on improvements to property to maximise rental return.
		6.3	Prepare a plan to action landlord instructions including time line and budget.
		6.4	Document communication with tenant and landlord regarding maintenance activities.
		6.5	Monitor and document agreed maintenance activities.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- technology skills to access information using the internet, databases and business records management systems.

Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to CPPDSM4049 Implement maintenance program for managed properties.

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Links

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Assessment Requirements for CPPREP4123 Manage tenancy

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4049 Implement maintenance program for managed properties.

Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must manage tenancy for two different properties and for each property:

- respond to one issue that may affect tenancy terms and conditions
- outline and complete processes for managing the ongoing tenancy agreement
- manage property inspections for routine maintenance.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- legislation relating to property management in the state or territory of operation
- role and responsibilities of landlord and agent in managing tenancy
- ethical practice associated with tenancy agreements, including disclosure
- inspection of tenanted premises:
  - notice periods
  - inspection reports
  - communication to landlord and tenant
  - authority of agent
- rent:
  - arrears
  - increases
  - reviews
- assigning or subletting and legislative requirements
- renewal of leases and tenancy agreements:
  - renewal strategies for different types of property
  - scheduling tenancy renewals

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  - strategies for gaining tenancy renewals
  - tenancy lease and renewal patterns
- re-letting procedures and legislative requirements
- processes for receiving and responding to tenant requests
- criteria and processes for urgent and non-urgent repairs according to legislative requirements in the state or territory of operation
- purpose of cyclical or scheduled maintenance plans and asset life cycles
- budgets and financial reporting
- scope of authority and imitations of work role, responsibility and professional abilities
- relevant building service, trades and operation for maintenance requirements
- sources of advice about standards and specifications for repairs and maintenance
- advice that must be given to tenants in the state or territory of operation
- tenancy record keeping policies and procedures
- privacy standards and confidentiality in relation to tenant and landlord
- agency property records:
  - key features of a records management system
  - reasons for maintaining property records
  - types of property records.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- agency procedures, forms, documents and portfolios for rental properties
- legislation relating to property management, rights and obligations of tenants and landlords in the state or territory of operation.

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

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CPPREP4124 End tenancy

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Application

This unit specifies the skills and knowledge required to finalise a tenancy.

It includes determining circumstances in which tenancy agreements may be ended, processes and documentation to end tenancy agreements, processes to re-let property and issues that may arise from termination of tenancy agreements.

This unit applies to people currently working in or seeking to work in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	Respond to landlord request to end tenancy.	1.1	Identify and record circumstances for ending tenancy.
		1.2	Notify landlord of responsibilities and obligations according to tenancy agreement and legislative requirements and record communication.
		1.3	Communicate request to end tenancy to tenant and identify options to provide additional services.

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		1.4	Prepare documentation to end tenancy and provide to tenant according to legislative requirements.
		1.5	Document termination date and the processes undertaken to end tenancy.
2	Respond to tenant request to end tenancy.	2.1	Identify and record circumstances for ending tenancy.
		2.2	Notify tenant of responsibilities and obligations according to tenancy agreement and document communication.
		2.3	Communicate request to end tenancy to landlord and identify options to provide additional services.
		2.4	Prepare documentation to end tenancy and provide to tenant according to legislative requirements.
		2.5	Document termination date and the processes undertaken to end tenancy.
3	Terminate tenancy due to breach of conditions.	3.1	Notify tenant of breach according to legislative requirements, discuss rectification and obligations according to tenancy agreement and record communication.
		3.2	Record communication with landlord about breach of tenancy including instructions for action.
		3.3	Action processes to terminate tenancy when resolution of issues cannot be reached.
		3.4	Collate evidence of breach of tenancy and prepare documentation to take legal possession of property according to legislative requirements.
4	Coordinate end of tenancy.	4.1	Prepare outgoing property inspection report according to legislative requirements.
		4.2	Negotiate with tenant for rectification of issues with regard to property condition and refer unresolved issues for external review.

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4.3 Identify arrangements for bond release according to legislative requirements.

4.4 Implement process to re-let property.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

New unit of competency.

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

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Assessment Requirements for CPPREP4124 End tenancy

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Performance Evidence

To demonstrate competency in this unit, a person must:

- prepare written advice for at least one tenant detailing requirements to successfully end tenancy
- document a process to negotiate with at least one tenant for rectification of any issues with property condition for release of bond
- prepare written advice to landlord in circumstances of breach of lease that includes actions to be taken
- prepare statutory notices to end at least one tenancy that complies with legislative requirements for each of the following circumstances:
  - breach of tenancy agreement
  - landlord personal reasons
  - possession of property.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- real estate tenancy management services
- legislation relating to property management in the state or territory of operation
- role of agent in managing tenancy
- rights and obligations of agent, landlord and tenant during tenancy
- ethical practice associated with tenancy agreements, including disclosure
- inspecting tenanted premises:
  - notice to tenant
  - reports
  - communication to landlord
- rent:
  - payment
  - receipting, banking and recording

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  - rent arrears
  - rent increases
  - rent reviews
- components of tenancy agreements:
  - condition report and disclosure statements
  - fixed and periodic terms
  - format of agreements
  - legal obligations of agent, landlord and tenant
  - rents, security deposits and bond moneys
- processes for receiving and responding to tenant requests to end tenancy
- processes for receiving and responding to landlord requests to end tenancy
- breaches of tenancy agreement or conditions
- termination of leases and tenancy agreements:
  - relevant documentation
  - rents, security deposits and bond moneys
  - rights of landlords and tenants
- bond claims and repayments, legal requirements and agency procedures
- tribunal orders and possession
- legislation relating to ending tenancies in the state or territory of operation
- scope of authority and imitations of work role, responsibility and professional abilities
- sources of advice about ending tenancy arrangements
- advice that must be given to tenants according to the state or territory of operation
- tenancy record keeping policies and procedures
- privacy standards and confidentiality in relation to tenant and landlord
- agency property records:
  - key features of a records management system
  - reasons for maintaining property records
  - types of property records

communication strategies for responding to client complaints.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- agency procedures and forms/documents relating to property management
- legislation relating to property management, rights and obligations of tenants and landlords in the state or territory of operation.

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CPPREP4125 Transact in trust accounts

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Application

This unit specifies the skills and knowledge required to conduct transactions in real estate trust accounts.

It includes identifying the purpose and types of property trust accounts, applying agency controls to transactions in property trust accounts for specific purposes, balancing, reconciling and reporting on trust account transactions, and maintaining records of trust account transactions.

The unit applies to people currently working in or seeking to work in real estate in a capacity that requires them to transact in trust accounts.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	Adhere to legislative requirements.	1.1	Outline the types and purpose of real estate trust accounts.
		1.2	Outline the personal obligations, responsibilities and legislative requirements for administering real estate trust accounts.

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2	Process deposits.	2.1	Receive trust account payments.
		2.2	Provide receipts for payments received.
		2.3	Prepare banking documentation to deposit trust moneys.
		2.4	Record receipts in trust account cash journal and trust account ledger.
3	Process payment, fees and charges.	3.1	Receive and validate requests for payment.
		3.2	Confirm authorisation for payment.
		3.3	Check trust account ledger to confirm adequate funds in trust account before processing payment.
		3.4	Process payments from trust account.
		3.5	Process payment advice.
		3.6	Record payment from trust account in trust account cash journal and trust account ledger.
4	Maintain and protect trust account records.	4.1	Balance and reconcile trust account.
		4.2	Apply agency contingency procedures to respond to discrepancies identified with trust account.
		4.3	Prepare records and statements of trust account transactions.
		4.4	Identify and explain the process for unclaimed trust money.
		4.5	Maintain security of trust account records.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

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- technology skills to access and use computerised systems for trust accounts, and access information via the internet, databases and business records management systems
- numeracy skills to estimate, calculate, validate, balance, reconcile and report on trust account transactions.

Unit Mapping Information

No equivalent unit.

New unit of competency.

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

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Assessment Requirements for CPPREP4125 Transact in trust accounts

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Performance Evidence

To demonstrate competency in this unit, a person must:

- conduct transactions in at least one trust account and:
  - receive, receipt and prepare deposits for trust money on three separate occasions
  - prepare payments from the trust account for authorisation on three separate occasions
- complete at least one entry in a cash receipt journal, cash payments journal and transfer journal
- complete three reconciliations for trust accounts and:
  - apply standard contingency procedures to resolve a discrepancy in the trust account.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- purpose and types of real estate trust accounts
- legal and regulatory framework for real estate trust accounts in the state or territory of operation
- consequences for agency brand and legal penalties for breaches of trust account practices or fraudulent activities in the state or territory of operation
- impact on consumer confidence and agency brand resulting from breaches to trust account practices and fraudulent activities
- agency forms and documentation to transact in trust accounts for integrity, security, confidentiality and privacy:
  - transaction documents and receipts
  - procedures to authorise payments and withdrawals from the account
  - account reconciliations and balances
  - journals and ledgers
  - internal and external audit schedules
  - password security and electronic tracking of transactions

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- documents and records according to requirements in the state or territory of operation
- forms of payment made to authorised person/s or trust account:
  - cash
  - cheque
  - EFT
  - direct deposit
- processes to validate and authorise processing of payments of expenses, deductions, fees and commissions from trust accounts
- actions required when a trust account is overdrawn, compromised, has unclaimed money or a discrepancy is identified
- maintenance and retention of records for trust accounts.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- real estate trust account systems
- procedures, forms and documents for trust accounts transactions, including contingency procedures
- regulator and licensing requirements for trust account transactions in the state or territory of operation
- summary of offences and penalties for breaches of trust account requirements in the state or territory of operation
- sources of further information about real estate trust accounts.

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

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CPPREP4141 Establish and maintain property management portfolio

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Application

This unit specifies the skills and knowledge required to maximise a property management portfolio.

It includes analysing current and future property demands in a target area, analysing the current property management portfolio, identifying underperforming services and properties and developing strategies to consolidate a property management portfolio for increased opportunities.

This unit applies to people currently working in or seeking to work in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	Analyse current portfolio.	1.1	Analyse existing property management portfolio to identify high-performing and underperforming properties.
		1.2	Quantify property management opportunities to add to or

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			rationalise portfolio.
		1.3	Determine optimum property management portfolio mix.
2	Conduct rental property market analysis.	2.1	Identify target areas for property management.
		2.2	Analyse demographics of the target area.
		2.3	Analyse current market trends for pricing.
		2.4	Identify market supply and demand for identified property types.
3	Develop strategies to identify potential clients.	3.1	Profile potential client characteristics.
		3.2	Develop a range of activities to target profiled clients.
		3.3	Establish timeframes for activities to target profiled clients consistent with market trends.
		3.4	Develop prospecting methods to target profiled clients.
		3.5	Develop strategies to utilise networks to identify potential clients.
4	Consolidate property management portfolio.	4.1	Identify property management services that are underperforming or inconsistent with target portfolio mix.
		4.2	Make recommendations to improve or remove underperforming or inconsistent properties or services.
		4.3	Make recommendations to increase property management portfolio opportunities.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

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Unit Mapping Information

No equivalent unit.

New unit of competency.

Links

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Assessment Requirements for CPPREP4141 Establish and maintain property management portfolio

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Performance Evidence

To demonstrate competency in this unit, a person must:

- research and develop one prospecting strategy for a geographical area, including:
  - property demand in the area
  - socio-economic climate for the area
  - growth expectations for the area
  - prospecting strategies
- develop a report on the optimum capacity of an agency, including:
  - current agency profile and forward projections for agency
  - maximum/minimum property management scope and scale
  - resources required to manage properties
- develop a report with recommendations to adjust property management portfolio mix.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- real estate property management services
- property management portfolio of the agency
- indicators of high- and low-performing property management services and properties within the property management portfolio
- resources required to provide property management services
- role of the business development manager in representing and promoting agency services to potential clients
- clients for property management
- personal and agency brand
- ethical practices in selling and marketing real estate property management services
- property market profiling:

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  - analysis of comparable market analysis (CMA)
  - projected growth
  - socio-economic factors
- potential landlord profile
- prospecting methods
- networks and the use of networks to identify and generate potential clients
- legislation affecting property management services of residential property in the state or territory of operation.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- agency records and databases
- property profiles for a geographical area
- property and socio-economic trends for a geographical area
- procedures and resources for property management.

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

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CPPREP4142 Promote property management products and services

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Application

This unit specifies the skills and knowledge required to promote property management products and services.

It includes identifying opportunities for greater relationships within the agency and opportunities for improvement in current property management services, monitoring client satisfaction and the provision of client care to build loyalty with existing clients, developing and implementing strategies, and communication and promotional services, to develop the agency's property management services.

This unit applies to people currently working in or seeking to work in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	Optimise relationships within the agency.	1.1	Analyse and report on relationship between property management and other agency activities.
		1.2	Identify and document communication gaps within

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			agency.
		1.3	Develop strategies that optimise communication to improve the property management business.
2	Analyse real estate practice.	2.1	Identify and implement client care service standards to build client loyalty.
		2.2	Analyse positive and negative feedback to continuously improve products and customer service.
		2.3	Coordinate products and agency services to maintain and improve client experience.
3	Optimise business development strategies.	3.1	Develop and document strategies to promote a professional and ethical agency image.
		3.2	Prioritise property management business development approaches.
4	Establish business development resources.	4.1	Examine existing communication and promotional materials.
		4.2	Develop communication and promotional materials to reflect business development priorities.
		4.3	Confirm that communication and promotional materials reflect agency professional and ethical image.
		4.4	Confirm that communication and promotional materials are appropriate.
5	Initiate relationships with potential clients.	5.1	Develop communication strategies to effectively liaise with profiled clients.
		5.2	Discuss and negotiate individual client needs and expectations.
		5.3	Prepare listing presentation documentation.

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Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

New unit of competency.

Links

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Assessment Requirements for CPPREP4142 Promote property management products and services

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Performance Evidence

To demonstrate competency in this unit, a person must:

- develop a profile of the property management services offered by the agency
- develop, document and implement a strategy to attract new and maintain existing clients, including:
  - target market
  - demographics
  - channels to be used
  - performance indicators and measures for success, including techniques to adjust the strategy based on contingencies and the outcome of reviews
  - promotional materials and media to be used.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- real estate agency services, including sales, auction and property management services
- relationships between services offered by agency
- property management portfolio of the agency
- role of the business development manager in representing and promoting agency services to potential clients
- clients for property management services
- property management client care and service standards
- methods used to monitor client satisfaction
- potential landlord profile
- personal and agency brand
- ethical practices in promoting real estate property management services, including full disclosure, confidentiality, privacy
- communication and promotional plans and materials

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- media for communication and promotion
- listing presentation documentation
- legislation affecting property management services of residential property in the state or territory of operation.
-

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- procedures for property management including listing presentations
- legislation and standards applying to real estate activities in the state or territory of operation.

Links

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CPPREP4161 Undertake pre-auction processes

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Application

This unit specifies the skills and knowledge required to undertake pre-auction processes.

It includes preparing a strategy for auctions, including liaising with the vendor or sales agent, confirming the details of the contract and confirming the details of the property.

This unit applies to auctioneers or people seeking to work as auctioneers.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	Review contract details.	1.1	Access, read and interpret contract documentation.
		1.2	Determine currency of contract to identify any changes to contract.
		1.3	Confirm role of external parties.
		1.4	Interpret terms of contract and matters that affect the title.

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2	Identify and document property details.	2.1	Identify key features of property from property report, marketing plan and materials.
		2.2	Analyse features of location, facilities and aspect to ascertain selling features.
		2.3	Identify matters impacting on property for disclosure purposes.
3	Confirm vendor expectations.	3.1	Liaise with sales agent or vendor to confirm auction process.
		3.2	Confirm vendor's price expectations.
		3.3	Analyse market indicator data to identify likely interest levels and expected price range and compare to vendor expectations.
		3.4	Identify and evaluate details of expressions of interest or offers made pre-auction.
4	Prepare auction day strategy.	4.1	Plan information for opening the auction adhering to legislative requirements.
		4.2	Collate information about the property.
		4.3	Prepare script to explain key features of the contract and role of external agencies.
		4.4	Develop contingency plans for matters that may arise during the auction.
		4.5	Prepare order of sale for multiple properties at an in-room auction.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

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Unit Mapping Information

No equivalent unit.

New unit of competency.

Links

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Assessment Requirements for CPPREP4161 Undertake pre-auction processes

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Performance Evidence

To demonstrate competency in this unit, a person must develop strategies for auction of property, including scripts, checklist and supporting documentation, in the following situations:

- multiple properties at an in-room auction
- single auction on site.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- auctioneer role, responsibilities and risks
- reserve price:
  - definition
  - purpose
  - setting
- auction instructions and auction day procedures
- auction documentation
- auction aids and equipment
- preparation of auction area, including access, identification of hazards, assessment of risks and implementation of risk controls
- auction process:
  - stating rules and conditions of auction according to state or territory legislation
  - calling for bids
  - confirming or renegotiating reserve with vendor as appropriate
  - describing property benefits
  - identifying salient features of contract
  - knocking down or passing in property as appropriate

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    - using vendor bidding as appropriate according to state or territory legislation
- capacity of bidders, including impairment
- negotiation techniques
- legislation related to sale of property by auction in the state or territory of operation
- penalties for breach of auction legislation
- property information:
    - general and local market indicators and conditions
    - land characteristics
    - council zoning and allowable use
    - land titles and defects to title
    - specific environmental issues or features relating to the property
    - specific requirements relating to the type of property
- risks to the general public, clients, agency and self from auction activities
- ethical practice in auctioneering:
    - communication
    - neutrality in the auction process
    - ethical management of the bidding process.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- auction contract documentation, instructions and auction-day procedures
- property information and market or location profiles for two types of property sales by auction, including multiple properties at an in-room auction and single auction on site
- auction procedures and forms.

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

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CPPREP4162 Conduct and complete sale by auction

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4004A Conduct auction and CPPDSM4019A Prepare for auction and complete sale.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to conduct an auction of property.

It includes accessing, interpreting and applying written instructions for the auction, calling an auction and completing the auction process, including when a property is sold and when a property is passed in.

The unit applies to auctioneers or people seeking to work as auctioneers.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	Confirm pre-auction terms, conditions and presentation.	1.1	Assess suitability of auction site and auction equipment and identify risks to self and others.
		1.2	Confirm required auction advice is displayed according legislative requirements.

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		1.3	Review auction documentation and examine major points including auction instructions, authorities, contracts, reserve price, co-owner and vendor bids.
		1.4	Confirm number of registered bidders, online bidding and bidding by authority according to legislative requirements.
		1.5	Liaise with vendor or sales agent for final instructions.
2	Open auction.	2.1	Read out terms and conditions of sale by auction according to legislative requirements
		2.2	Identify property and vendor in relation to the contract.
		2.3	Respond to questions from potential bidders and other parties.
		2.4	Submit property for sale by auction and call for opening bids.
3	Manage auction to maintain flow.	3.1	Conduct the auction according to legislative requirements.
		3.2	Manage bidding process and maintain auction process to achieve reserve price.
		3.3	Seek instructions from vendor or sales agent for vendor bids or to change reserve.
		3.4	Implement trial close strategy.
4	Complete auction.	4.1	Signify close of auction using appropriate strategy such as final calls, fall of hammer and closing script.
		4.2	Knock down property to successful bidder once reserve price has been met and all other bids are exhausted.
		4.3	Pass in property if reserve price is not met and all bids are exhausted.
		4.4	Offer highest bidder opportunity to negotiate with vendor when property fails to reach reserve price.

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4.5 Obtain feedback on auction from vendors and colleagues.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to:

- CPPDSM4004A Conduct auction
- CPPDSM4019A Prepare for auction and complete sale.

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

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Assessment Requirements for CPPREP4162 Conduct and complete sale by auction

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4004A Conduct auction and CPPDSM4019A Prepare for auction and complete sale.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must:

- call at least one auction to conclusion where the property is sold
- call at least one auction to conclusion where the property is passed in
- review auction performance and identify and document personal strengths and opportunities for improvement.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- auctioneer role, responsibilities and risks
- reserve price
- auction documentation
- auction aids and equipment
- preparation of auction area, including access, identification of hazards, assessment of risks and implementation of risk controls
- auction rules and prescribed auction information in state or territory of operation
- auction process:
  - stating rules and conditions of auction according to state or territory legislation
  - managing the bidding process:
    - using appropriate bidding increments
    - maintaining bidding momentum
    - dealing with disruptive bidders
    - vendor and co-owner bids
    - collusive bidding practices

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    - disputed bidding
    - bidding advances
    - retracting bids
    - restarting the bidding
  - confirming or renegotiating reserve with seller as appropriate
  - describing property benefits
  - identifying key features of property and contract terms
  - knocking down or passing in property as appropriate
  - using vendor bidding as appropriate according to legislative requirements
- capacity of bidders, including impairment
- legislation related to sale of property by auction in the state or territory of operation
- penalties for breach of auction legislation
- property information:
  - general and local market indicators and conditions
  - land characteristics
  - council zoning and allowable use
  - land titles and defects to title
  - specific environmental issues or features
  - specific requirements relating to the type of property
- risks to the general public, clients, agency and self from auction activities
- ethical practice in auctioneering:
- communication
- neutrality in the auction process
- ethical management of the bidding process

communication strategies for responding to client complaints.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- auction scenarios, auction advice, auction plan
- bidders for property
- industry and agency ethical codes of conduct
- agency procedures, forms and documents
- legislation relating to sale of property by auction in the state or territory of operation.

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CPPREP4163 Complete post-auction process and contract execution

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Application

This unit specifies the skills and knowledge required to complete post-auction process and contract execution.

It includes identifying successful bidder and confirming their legal entity, completing contract details, ensuring that all required signatures are obtained and completing and maintaining records of the auction.

The unit applies to auctioneers or people seeking to work as auctioneers.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	Identify successful bidder.	1.1	Confirm identity of successful bidder.
		1.2	Respond to any disputes regarding winning bidder status.
		1.3	Confirm authority of bidder acting on behalf of another party.

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		1.4	Identify legal entity to enter contract.
		1.5	Ensure contract contains correct details and any variations to contract terms as allowed by relevant regulations.
2	Execute contract.	2.1	Ensure both parties have signed the contract of sale.
		2.2	Explain ramifications of either party refusing to sign the contract.
		2.3	Exercise authority to sign on behalf of the vendor where this has been specified.
		2.4	Implement contingencies where one or both parties refuse to sign.
		2.5	Confirm payment of deposit within contract terms.
		2.6	Identify circumstances where issues related to contract execution are outside of scope of authority.
3	Maintain records of auction.	3.1	Complete post-auction documentation according to legislative requirements.
		3.2	Maintain records of auction according to legislative requirements.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

New unit of competency.

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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

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Assessment Requirements for CPPREP4163 Complete post-auction process and contract execution

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Performance Evidence

To demonstrate competency in this unit, a person must execute a contract for the successful bidder for one auction called by them.

In doing this they must deal with any contingencies that arise relating to the signing of the contract and must meet the performance criteria for this unit.

Knowledge Evidence

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

- auctioneer role, responsibilities and risks
- reserve price, including:
  - definition
  - purpose
  - setting
- auction instructions and auction-day procedures
- auction documentation
- auction aids and equipment
- preparation of auction area, including access, identification of hazards, assessment of risks, implementation of risk controls
- auction process:
  - stating rules and conditions of auction according to state or territory legislation
  - calling for bids
  - confirming or renegotiating reserve with seller as appropriate
  - describing property benefits
  - identifying salient features of contract
  - knocking down or passing in property as appropriate
  - using vendor bidding as appropriate according to state or territory legislation
- capacity of bidders, including impairment

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- negotiation techniques
- legislation related to sale of property by auction in the state or territory of operation
- penalties for breach of auction legislation
- property information:
  - general and local market indicators and conditions
  - land characteristics
  - council zoning and allowable use
  - land titles and defects to title
  - specific environmental issues or features relating to the property
  - specific requirements relating to the type of property
- risks to the general public, clients, agency and self from auction activities
- ethical practice in auctioneering:
  - communication
  - neutrality in the auction process
  - ethical management of the bidding process
- communication strategies for responding to client complaints.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- auction contract documentation, instructions and auction-day procedures
- scenarios for disputes between bidders, and bidders and vendors, and when one or both parties refuse to sign the contract of sale
- legislation related to sale of property by auction in the state or territory of operation.

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

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CPPREP4171 Represent buyer in sales process

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to CPPDSM4001A Act as a buyer's agent.

Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to confirm buyer needs and represent buyers in purchasing property.

It includes developing a buyer brief and sourcing, inspecting and reporting on properties.

The unit applies to industry professionals acting on behalf of principals in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Prepare buyer brief.	1.1 Establish buyer needs and preferences for type, location and price range of property. 1.2 Determine buyer capacity to buy and their access to finance. 1.3 Explain to buyer the role and responsibilities of a buyers' agent. 1.4 Prepare buyer brief. 1.5 Prepare and complete agreement with buyer according to legislative requirements.

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2. Source properties.	2.1 Research and list properties that meet buyer brief. 2.2 Assess properties against buyer brief and prepare a short list of suitable properties. 2.3 Obtain instructions from buyer about which properties to investigate further.
3. Inspect properties and prepare report.	3.1 Inspect properties with or without buyer. 3.2 Assess and rank each property against buyer brief. 3.3 Request further information and contract documentation for selected properties. 3.4 Prepare a report for buyer that details suitability, type and conditions of sale for recommended properties.

Foundation Skills

Unit Mapping Information

Supersedes and is equivalent to CPPDSM4001A Act as a buyer's agent.

Links

Companion volumes to this training package are available at the VETNet website - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad

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Assessment Requirements for CPPREP4171 Represent buyer in sales process

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to CPPDSM4001A Act as a buyer's agent.

Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must, on each of two separate occasions, prepare a buyer brief and complete a short list of a minimum of two suitable properties based on the buyer brief and inspect the two properties and prepare a report for the buyer.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- Commonwealth and state or territory legislation and local government regulations relevant to operating as a buyers' agent
- disclosure requirements relevant to properties, including of material facts
- ethical standards and regulatory requirements relating to recommending properties for purchase
- protocols to follow when preparing recommendation for purchase of properties
- client expectations:
  - comprehensive information about recommended properties
  - method of sale and payments
  - time frame for sales
  - contract conditions
- content and purpose of different types of listing agreements
- legislative requirements applying to listing agreements.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

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Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- buyer's agency workplace and business documentation
- sufficient documentation for a range of properties to allow for creation of purchasing recommendations
- role description and information for a person participating in role-play exercises as the client for a buyers' agent
- equipment and information required to prepare documentation.

Links

Companion volumes to this training package are available at the VETNet website - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad

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CPPREP4172 Develop and promote property industry knowledge - buyer's agent

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Application

This unit specifies the skills and knowledge required to develop the profile of the services of a buyer's agent, identify potential clients and markets, and promote the buyer's agent services.

The unit applies to industry professionals acting on behalf of principals in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Identify potential strategic alliances	1.1 List the full range of services provided by a buyer's agent. 1.2 Research and identify the opportunities for strategic alliances with local and national businesses.
2. Assess market opportunities.	2.1 Research target markets to identify opportunities. 2.2 Analyse market opportunities to guide development of a promotion plan.
3. Promote a	3.1 Benchmark buyer's agency service against industry best

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buyers' agency service.	practice to identify strengths that can be promoted. 3.2 Create database of contacts and potential clients. 3.3 Create a promotion plan and prepare promotional materials.
4. Review promotional activities.	4.1 Monitor and collect data about promotional activities. 4.2 Schedule and conduct reviews of the effectiveness of promotional activities. 4.3 Adjust promotional planning according to outcomes of reviews.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

New unit of competency.

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

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Assessment Requirements for CPPREP4172 Develop and promote property industry knowledge - buyer's agent

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Performance Evidence

To demonstrate competency in this unit, a person must develop and promote a buyer's agency service, by preparing a promotion plan for a buyer's agency service and designing a process to review planned promotional activities.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- Commonwealth and state or territory legislation and local government regulations relevant to promoting buyer's agent services
- ethical practice relevant to promoting buyer's agent services
- techniques for forming business relationships with complementary businesses
- techniques to research, identify and assess target markets and complementary business networks
- methods of promoting buyer's agent services
- processes to:
  - benchmark the agency against industry best practice
  - create and use databases of contacts and clients
  - plan promotional activities
  - review promotional activities.

Assessment Conditions

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- buyer's agent workplace, staff and business documentation
- specific supporting documentation for a buyer's agent to create the required documents

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- role descriptions and information for people participating in role-play exercises
- equipment required to prepare documentation as a buyer's agent.

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

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CPPREP4173 Complete purchase of property as buyer's agent

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Application

This unit specifies the skills and knowledge required to negotiate and act on behalf of a buyer to complete a property purchase.

The unit applies to industry professionals acting on behalf of principals in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Confirm authority to purchase property.	1.1 Confirm and document buyer instructions to purchase property and negotiate terms of contract. 1.2 Arrange for inspections and reports required for completion of purchase. 1.3 Prepare formal authority to purchase property on behalf of buyer.
2. Negotiate to purchase by private treaty.	2.1 Establish and document maximum offer for property and process to be followed if offer is not accepted. 2.2 Apply negotiation techniques to achieve the lowest price for

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	property and terms of contract that are acceptable to both parties. 2.3 Present negotiated offer and terms to buyer for approval or additional instructions. 2.4 Finalise negotiations between all parties for exchange of contracts. 2.5 Facilitate payment of deposit.
3. Represent buyer at auction.	3.1 Obtain written authority to bid on behalf of buyer according to legislative requirements. 3.2 Establish and document maximum bid for property and process to be followed if bidding exceeds buyer limit. 3.3 Apply negotiation techniques to purchase property if passed in at auction. 3.3 Facilitate signing of contract on behalf of buyer. 3.5 Facilitate payment of deposit.
4. Complete purchase.	4.1 Arrange for pre-settlement inspections of property. 4.2 Manage contingencies if terms of contract cannot be met. 4.3 Confirm completion of settlement and facilitate settlement procedures. 4.4 Request feedback from buyer on agency services.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

New unit of competency.

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

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Assessment Requirements for CPPREP4173 Complete purchase of property as buyer's agent

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Performance Evidence

To demonstrate competency in this unit, a person must:

- prepare and complete a checklist for the inspection and report required for completion of purchase of one property
- document buyer instructions, negotiate and document the offer for the purchase of one property by private treaty
- document buyer instructions, negotiate and document an offer to purchase one property at auction
- document buyer instructions, negotiate and document an offer to purchase one property after it has been passed in at auction

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- Commonwealth and state or territory legislation and local government regulations relevant to completing purchase of property as a buyer’s agent
- legislative requirements relating to the sale of land in the state or territory of operation
- auction rules and process
- requirements to bid at auction as a buyer’s agent
- processes associated with purchasing property at auction and by private treaty
- ethical standards and regulatory requirements relevant to completing purchase of property as a buyer’s agent
- protocols to follow when completing purchase of property as a buyer’s agent.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

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Assessors are responsible for ensuring that the person demonstrating competency has access to:

- buyer's agency workplace, staff and business documentation for purchasing property as a buyer's agent
- sufficiently detailed documentation for a property to be sold by private treaty and for a property to be sold at auction that will allow for preparation of the required documents
- scenarios for negotiating offers for purchase of a property by private treaty and when property is passed in at auction
- role descriptions and information for people participating in role-play exercises
- equipment required to prepare documentation.

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

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CPPREP4181 Manage onsite residential property

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Application

This unit specifies the skills and knowledge required to work as an onsite residential manager contracted on behalf of the owners of a residential complex.

It includes the roles of property caretaker and letting agent for short-term stays but excludes residential tenancies.

The unit applies to industry professionals in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Perform property caretaker duties.	1.1 Examine and outline caretaker roles and responsibilities for day-to-day running of a residential complex. 1.2 Schedule and manage maintenance of property grounds and building areas. 1.4 Manage communication with individual property owners and owners' corporation about matters relevant to the care of the property.

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	1.5 Liaise with owners' corporation about compliance with relevant by-laws.
2. Act as a letting agent.	2.1 Follow contract requirements to manage letting of accommodation for short-term stays. 2.2 Manage marketing of accommodation in the complex. 2.3 Manage reception and support services for short-term stay guests. 2.4 Manage guest payments and short-term stay management expenditure. 2.5 Manage housekeeping services for short-term stays. 2.6 Manage resolution of complaints and guest dissatisfaction.
3. Provide financial reports.	3.1 Identify financial reports required for the complex. 3.2 Manage the preparation of financial reports for individual owners for property vacancies, income and expenses. 3.3 Manage the preparation of financial reports for the owners' corporation on caretaker and letting income and expenditure. 3.4 Manage the preparation of financial reports for a trust account.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

New unit of competency.

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

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Assessment Requirements for CPPREP4181 Manage onsite residential property

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Performance Evidence

To demonstrate competency in this unit, a person must:

- schedule and manage maintenance of property grounds and building areas, including communicating with individual property owners and owners' corporations for two residential complexes
- market, let and manage two short-term stay properties.
- prepare financial reports for one individual owner and one owners' corporation.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- Commonwealth and state or territory legislation and local government regulations relevant to the onsite management of residential property
- roles and responsibilities in a residential complex:
  - caretaker
  - letting agent
- processes for managing financial reports in a residential complex:
  - individual owners
  - owners' corporation
  - trust account
- processes, in a residential complex, for managing:
  - maintenance and repairs in common property grounds and building areas
  - effective communication with property owners
  - compliance with by-laws
  - marketing of accommodation in the complex
  - reception, guest payment and support services for short-term stay guests
  - housekeeping services for short-term stays:

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- inspections
- cleaning
- inventory maintenance
- repairs.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- sufficient residential complex documentation to prepare the documents required in the Performance Evidence
- role descriptions and information for people participating in role-play exercises
- equipment required to prepare documentation.

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

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CPPREP4201 Appraise commercial property

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4026 Analyse property and facility information and CPPDSM4032A Arrange valuation of facilities and assets.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to appraise commercial properties for lease or sale.

It includes analysing property usage and land use controls and applying suitable appraisal methodologies. It also includes researching and analysing market, property and financial data to determine an appraised price and presenting documented appraisal reports to clients.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Seek instructions.	1.1 Confirm purpose of appraisal and client instructions according to legislation in the state or territory of operation. 1.2 Discuss agency requirements and appraisal processes with client. 1.3 Confirm commercial property usage, lease arrangements and

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	land use controls. 1.4 Obtain agreement to proceed with appraisal according to legislation in state or territory of operation.
2. Conduct research to support appraisal of commercial property.	2.1 Select appraisal methodology suitable to property type and based on available information. 2.2 Analyse required documents, reports and financial data for property. 2.3 Analyse current market data and trends that may affect lease or sale of property. 2.4 Verify accuracy and reliability of collated data.
3. Complete appraisal report.	3.1 Analyse research findings to ascertain final appraisal, and record outcome according to agency requirements and client instructions. 3.2 Prepare appraisal report in an acceptable format, highlighting findings and rationale. 3.3 Present report to client. 3.4 Retain records and documentation securely, according to agency requirements.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to:

- CPPDSM4026 Analyse property and facility information
- CPPDSM4032A Arrange valuation of facilities and assets.

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

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Assessment Requirements for CPPREP4201 Appraise commercial property

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4026 Analyse property and facility information and CPPDSM4032A Arrange valuation of facilities and assets.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must appraise and report on the lease or sales price of two different commercial properties.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- legislation and regulations governing appraisal of commercial properties in the state or territory of operation
- agency documentation required to be completed and maintained when appraising commercial properties
- appraisal methodologies suitable for different types of commercial properties
- basic accounting principles and techniques for checking financial data and the status of commercial properties for lease or sale
- categories of commercial property:
  - industrial
  - retail
  - healthcare
  - leisure
  - warehouses
  - multi-family
- commercial property appraisal processes:
  - content and format of appraisal reports
  - factors that influence whether commercial properties are comparable for appraisal purposes
  - information required to be gathered and analysed for commercial property appraisals

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    - key sources of information required for appraisal of commercial properties
- industry benchmarks for the appraisal of different types of commercial properties
- land use controls for different types of commercial properties
- regulatory and ethical responsibilities and role of agents in appraising commercial properties for lease or sale:
    - duty of disclosure
    - maintaining client privacy and confidentiality
    - providing accurate information
- types and purpose of financial records to be analysed when appraising commercial properties for lease or sale
- types of leases used for commercial properties
- value factors for the commercial property market.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- materials and equipment that meet the operational requirements for a real estate agency, including:
    - policies, procedures and documentation relating to appraising commercial properties
    - relevant legislation in the state or territory of operation relating to appraising of commercial properties
    - equipment, communication and data access and storage technology required to conduct research and to prepare reports relating to appraising commercial properties for lease
- client briefs and financial and performance information to support the appraisal of two different commercial properties.

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

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CPPREP4202 Establish and maintain vendor and lessor relationships and networks

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Application

This unit specifies the skills and knowledge required to attract and retain vendors and lessors for commercial property listings.

It includes working with vendors and lessors to provide agency services that meet their needs and preferences, conducting market research to identify factors impacting property sale or lease, and setting up processes to manage vendor and lessor communications.

The unit applies to industry professionals in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Prospect to attract potential vendors and lessors.	1.1 Identify and plan suitable prospecting methods to attract commercial property sale or lease listings according to agency requirements. 1.2 Apply prospecting methods to establish relationships with potential vendors and lessors.

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	1.3 Explain agency commercial sales and leasing services that meet specific vendor and lessor preferences and requirements. 1.4 Respond to vendor and lessor questions or concerns and provide suitable information or services. 1.5 Record communications with potential vendors and lessors according to agency requirements.
2. Confirm client requirements for sale or lease of commercial property.	2.1 Identify and record client needs and preferences for sale or lease of commercial property. 2.2 Clarify and record property ownership, use and contractual arrangements that may impact on sale or lease. 2.3 Clarify tenancy mix required for commercial property. 2.4 Research, analyse and record commercial property and market information to identify factors impacting sale or lease according to property type and use. 2.5 Prepare information and advice to support client needs and preferences and clarify their issues and concerns.
3. Complete documentation for listing of commercial property.	3.1 Explain sale or lease process to client and check understanding of agency and client requirements. 3.2 Prepare and complete agency documentation for listing according to legislative requirements. 3.3 Secure and maintain client documentation according to agency requirements.
4. Seek feedback.	4.1 Plan communication methods and timeframe for feedback on sale or leasing process with client. 4.2 Apply communication processes with client and record outcomes according to agency requirements.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

New unit of competency.

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Links

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Assessment Requirements for CPPREP4202 Establish and maintain vendor and lessor relationships and networks

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Performance Evidence

To demonstrate competency in this unit, a person must:

- develop a prospecting plan with timeframes and activities to attract potential vendors and lessors for the sale and lease of commercial property
- establish a vendor relationship and complete the sale of one commercial property
- establish a lessor relationship and complete the lease of one commercial property.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- agency documentation required to be prepared and executed for the listing of commercial properties for sale and lease
- communication processes to provide vendors and lessors with feedback on the sales and leasing processes
- factors that can impact the sale or lease of commercial property and strategies for addressing these factors:
  - property ownership
  - land use, zoning and approvals
  - contractual arrangements
  - property attributes
- legislation relating to the sale or lease of commercial property in state or territory of operation
- prospecting purpose and methods used in real estate to attract commercial listings
- regulatory and ethical responsibilities and role of agents when managing relationships with vendors and lessors:
  - duty of disclosure
  - maintaining client privacy and confidentiality
  - providing accurate information

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- scope of agency commercial sales and leasing services:
  - marketing activities
  - services provided
- methods for planning tenancy mix to suit commercial property
- vendor and lessor expectations.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- materials and equipment meeting the operational requirements for a real estate agency, including:
  - policies, procedures and documentation for establishing vendor and lessor relationships for commercial sales and leasing including listing agreements
  - legislation in the state or territory of operation relating to the sale or lease of commercial property
  - equipment, communication and data access and storage technology required to develop, manage and monitor vendor and lessor relationships
- one vendor for the sale of a commercial property
- one lessor for the lease of a commercial property.

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

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CPPREP4203 Complete commercial property sale

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to CPPDSM4036A Broker sale of industrial, commercial and retail property.

Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to manage the sales process for commercial properties.

This may include negotiating the terms and conditions of sale, organising the execution of sales documentation and monitoring contract settlement. Where properties are tenanted, lease arrangements are also facilitated.

The unit applies to industry professionals in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Complete sale of commercial property.	1.1 Maintain communication with vendor and buyer to provide feedback on the sales process. 1.2 Identify and resolve issues that may impact the sale.

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	1.3 Arrange changes to leasing documentation as required. 1.5 Administer and secure deposit according to legislative requirements.
2. Complete documentation in preparation for sale.	2.1 Facilitate preparation of required sales documentation. 2.2 Arrange completion of documentation by all parties to the sale. 2.3 Organise completion of lease arrangements for tenanted property. 2.4 Consult legal advisor relevant to type of sale and complete pre-settlement processes according to agency requirements.
3. Monitor contract settlement.	3.1 Monitor progress of contract and adherence to conditions of sale according to agency requirements. 3.2 Maintain communication with all parties to the sale to facilitate contract settlement. 3.3 Confirm settlement has concluded and complete post-settlement processes. 3.4 Evaluate vendor and buyer satisfaction to establish future business opportunities. 3.5 Update databases to inform future prospecting activities.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to CPPDSM4036A Broker sale of industrial, commercial and retail property.

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

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Assessment Requirements for CPPREP4203 Complete commercial property sale

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to CPPDSM4036A Broker sale of industrial, commercial and retail property.

Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must complete the sale of two commercial properties. The two properties may come from two of the following categories:

- office
- industrial
- retail
- healthcare
- leisure
- warehouses
- multi-family.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- agency and legal documentation required to be completed and maintained for the sale of commercial properties
- categories of commercial property:
  - industrial
  - office
  - retail
  - healthcare
  - leisure
  - warehouses
  - multi-family
- contracts and agreements used for the sale of commercial properties

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- deposit requirements for different types of commercial properties
- factors that may impact the successful conclusion of a commercial property sale
- legislation and regulations governing the sale of commercial properties in the state or territory of operation
- negotiation techniques used to facilitate agreement between vendors and buyers and to break deadlocks
- ethical standards, regulatory requirements and role of agents in the sale of commercial properties:
  - duty of disclosure
  - maintaining client privacy and confidentiality
  - providing accurate information
- requirements for a valid contract.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- materials and equipment meeting the full industry standard for a real estate agency:
- policies, procedures and documentation relating to the sale of commercial property
- legislation in the state or territory of operation relating to the sale of commercial property
- equipment, communication and data access and storage technology required to maintain records and information associated with the sale of commercial property
- vendors, buyers and information to support the sale of two different types of commercial property.

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

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CPPREP4204 Establish commercial property lease

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4041A Contribute to development of a tenancy mix strategy, CPPDSM4050A Lease industrial, commercial and retail property and CPPDSM4063 Participate in developing and establishing property or facility contracts.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to establish a commercial property lease.

It includes working with potential lessees to assess their suitability for the lease and obtain agreement to lease terms and conditions following lessor instructions. It also includes preparing and administering lease documentation, approvals and payments and negotiating with parties to the lease to formalise lease arrangements.

The unit applies to industry professionals in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Respond to lessee enquiry for	1.1 Respond promptly to lessee enquiry and identify their needs and preferences.

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commercial property lease.	1.2 Discuss property features and usage requirements with lessee according to type of property and lease. 1.3 Assess lessee suitability against property usage and lessor instructions. 1.4 Provide additional information to lessee as required and obtain agreement to proceed with lease. 1.5 Record details of interactions with lessee according to agency requirements.
2. Disclose terms and conditions with lessee.	2.1 Prepare pre-lease documentation, setting out terms and conditions of lease and proposed agreement between lessor and lessee. 2.2 Brief lessee on lease terms and conditions and provide required information or advice to address issues or concerns. 2.3 Confirm with lessee required bonds, rent reviews, outgoings and financial obligations.
3. Negotiate agreement for commercial property lease.	3.1 Negotiate terms and conditions of lease with lessee according to lessor instructions and type of commercial property. 3.2 Identify and resolve issues that may impact agreement of the lease terms and conditions. 3.3 Maintain communication with lessee and lessor to negotiate variations to conditions of agreement. 3.4 Negotiate conflict or deadlocks and confirm final lease agreement.
4. Facilitate completion of lease for commercial property.	4.1 Administer required lease approvals and payments according to lease agreement. 4.2 Execute lease documentation and facilitate lease registration. 4.3 Check understanding of responsibilities and obligations with parties to the lease. 4.4 Secure lease records according to agency requirements.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

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Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to:

- CPPDSM4041A Contribute to development of a tenancy mix strategy
- CPPDSM4050A Lease industrial, commercial and retail property
- CPPDSM4063 Participate in developing and establishing property or facility contracts.

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

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Assessment Requirements for CPPREP4204 Establish commercial property lease

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4041A Contribute to development of a tenancy mix strategy, CPPDSM4050A Lease industrial, commercial and retail property and CPPDSM4063 Participate in developing and establishing property or facility contracts.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must negotiate, draft and prepare for finalisation, leases for two commercial properties. These properties must come from two of the following categories:

- industrial
- office
- retail.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- legislation and regulations governing the lease of commercial property in the state or territory of operation
- agency documentation required to be completed and maintained when leasing commercial property
- factors that can lead to breach of lease
- financial obligations of lessee
- lease structures and requirements for different categories of commercial property:
  - office
  - industrial
  - retail
  - healthcare
  - leisure
  - warehouses

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    - multi-family
- land use controls for different types of commercial properties
- legislative requirements for retail leases
- processes for establishing commercial lease agreements:
    - acceptance and consideration
    - agreement to lease
    - letters of intent
    - negotiations containing offers
    - relative lessee or lessor obligations
- ethical standards, regulatory requirements and role of agents in leasing commercial property
- common terms and conditions of commercial property leases
- considerations when qualifying lessees for lease of commercial property
- information normally contained in disclosure statements associated with the lease of commercial property
- rent review mechanisms and methods:
    - fixed percentage increase
    - consumer price index (CPI) percentage increase
    - market review
    - agreed amount
- situations requiring local government approval associated with the lease of commercial property
- tenancy mix requirements for commercial property.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- materials and equipment meeting the operational requirements for a real estate agency, including:
    - policies, procedures and documentation relating to lease of commercial property
    - legislation in the state or territory of operation relating to lease of commercial property
    - equipment, communication and data access and storage technology required to prepare documentation for the lease of commercial property
- lessees, lessors and information to support the lease of two different types of commercial property.

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CPPREP4231 Manage commercial property maintenance

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4042 Coordinate construction contract, CPPDSM4043A Coordinate fit-out of property and facilities, CPPDSM4044 Coordinate maintenance and repair of properties and facilities, CPPDSM4058A Monitor service requirements in the property industry, CPPDSM4059A Monitor space use in the property industry and CPPDSM4074 Select and appoint contractors in the property industry.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to plan, schedule and implement maintenance requirements for commercial properties to comply with lease and statutory obligations.

It includes coordinating contractors, monitoring completion of works to specification and budget, and consulting with affected parties.

It also includes implementing contingency measures to respond to urgent maintenance requirements.

The unit applies to industry professionals in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the	Performance criteria describe what needs to be done to demonstrate

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essential outcomes.	achievement of the element.
1. Plan and schedule maintenance for commercial property.	1.1 Assess property type, condition and building classification to identify and plan maintenance to meet statutory requirements. 1.2 Analyse property documentation to identify and plan maintenance activities. 1.3 Assess risks associated with required maintenance and plan suitable management strategies. 1.4 Obtain specialist advice to confirm resources and approvals required to implement maintenance. 1.5 Develop and document maintenance schedule to meet lease and legislative requirements. 1.6 Communicate with lessor and lessee to confirm maintenance schedule according to agency requirements.
2. Implement maintenance schedule for commercial property.	2.1 Select contractors and verify they have required certification and insurance to undertake maintenance. 2.2 Obtain quotes and approvals to implement scheduled maintenance and negotiate agreement to proceed. 2.3 Organise contractors to undertake maintenance activities systematically and within budget according to schedule, lease and lessor instructions. 2.4 Liaise with relevant parties to communicate scheduled maintenance and clarify issues or concerns. 2.5 Verify completion of maintenance activities to specification and apply measures as required to rectify issues or to complete outstanding works. 2.6 Report maintenance status to lessor and lessee according to agency requirements.
3. Respond to urgent maintenance requirements.	3.1 Identify urgent maintenance requirements. 3.2 Assess urgency and risk associated with required maintenance and select suitable contingency measure. 3.3 Liaise with responsible entity to obtain required approvals to proceed with contingency measure. 3.4 Liaise with relevant parties and contractors to organise required maintenance. 3.5 Update maintenance schedule to incorporate urgent works and contingency actions. 3.6 Complete and secure maintenance documentation according to legislation in the state or territory of operation.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- numeracy skills to interpret quotes and calculate maintenance costs and budgets.

Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to:

- CPPDSM4042 Coordinate construction contract
- CPPDSM4043A Coordinate fit-out of property and facilities
- CPPDSM4044 Coordinate maintenance and repair of properties and facilities
- CPPDSM4058A Monitor service requirements in the property industry
- CPPDSM4059A Monitor space use in the property industry
- CPPDSM4074 Select and appoint contractors in the property industry.

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

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Assessment Requirements for CPPREP4231 Manage commercial property maintenance

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4042 Coordinate construction contract, CPPDSM4043A Coordinate fit-out of property and facilities, CPPDSM4044 Coordinate maintenance and repair of properties and facilities, CPPDSM4058A Monitor service requirements in the property industry, CPPDSM4059A Monitor space use in the property industry and CPPDSM4074 Select and appoint contractors in the property industry.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must manage the maintenance of two commercial properties from two of the following categories:

- office
- industrial
- retail.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- legislation and regulations governing maintenance of commercial properties in the state or territory of operation:
  - Building Code of Australia (BCA) requirements for the property type and classification
  - compliance requirements associated with property maintenance
    - air conditioning
    - fire protection
    - lifts
- agency documentation required to be prepared and completed when managing the maintenance of commercial properties
- asset life cycles and implications for maintenance of commercial property
- criteria used to prioritise maintenance activities and urgent repairs

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- maintenance activities typically covered by warranties and insurances
- methods for sequencing maintenance contractors and activities to achieve time and resource efficiencies
- methods for verifying maintenance activities are completed to specification
- notification requirements for scheduling and implementing maintenance for commercial property
- preventative and periodic maintenance requirements of commercial property
- processes used to schedule and implement property maintenance
- regulatory and ethical responsibilities and role of agents in managing commercial property maintenance
- requirements and processes for obtaining and accepting competitive quotes for maintenance of commercial property
- rights and obligations of lessors, lessees and property managers to maintain commercial properties
- risks associated with commercial property maintenance to:
  - lessors
  - lessees
  - property managers
  - the public
- types and purpose of property documentation that can inform maintenance requirements.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- materials and equipment meeting the operational requirements for a real estate agency:
  - policies, procedures and documentation relating to commercial property maintenance
  - legislation in the state or territory of operation relating to commercial property maintenance
  - equipment, communication and data access and storage technology required to maintain documentation associated with commercial property maintenance
- information to support the maintenance of two different types of commercial property.

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

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CPPREP4232 Manage commercial property financial reports

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Application

This unit specifies the skills and knowledge required to manage financial reporting for commercial property management.

It includes collating and analysing income, expenditure and cash flow to plan and budget for financial reporting.

It also includes preparing required financial reports and evaluating financial outcomes for the property in consultation with lessors to identify and recommend actions for improvement.

The unit applies to industry professionals in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Plan financial reporting for commercial property management.	1.1 Analyse property documentation to confirm financial reporting obligations according to client instructions or agreement. 1.2 Confirm types and purpose of required financial reports and reporting periods. 1.3 Schedule financial reporting activities to meet client

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	requirements and accounting protocols.
2. Develop annual budget for commercial property.	2.1 Collate financial data for commercial property. 2.2 Analyse financial data to prepare forecasts for the financial year. 2.3 Prepare and document budget and tenancy schedules to meet agency requirements for commercial property management.
3. Coordinate financial reporting for commercial property.	3.1 Prepare financial reports according to client instructions. 3.2 Assess completed financial reports to verify sufficiency to meet reporting requirements and take required action to correct errors or omissions. 3.3 Distribute financial reports to lessor to meet agreed reporting timeframes and agency requirements.
4. Evaluate and improve financial outcomes for commercial property.	4.1 Assess financial outcomes for property to identify areas requiring improvement. 4.2 Recommend actions to improve financial outcomes in discussion with lessor and obtain feedback and further instruction from lessor. 4.3 Facilitate implementation of processes to improve financial outcomes for property according to lessor instructions. 4.4 Secure and maintain financial information and documentation according to agency requirements.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

New unit of competency.

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

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Assessment Requirements for CPPREP4232 Manage commercial property financial reports

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Performance Evidence

To demonstrate competency in this unit, a person must, for two separate commercial properties, develop financial reports for the lessor. These reports must include:

- income and expenditure report
- cashflow projection
- statutory reporting.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- legislation and regulations governing management of commercial property financial reports in the state or territory of operation
- arrears recovery procedures
- basic accounting techniques used to calculate income, expenditure and cash flow
- budgeting process for commercial property financial management
- information to be contained in financial reports for commercial property
- methods for collecting and recording income for commercial property
- methods for controlling and paying expenditure for commercial property
- methods for setting up and administering budgets for commercial property
- outgoings recovery and management processes for commercial property
- ethical standards, regulatory requirements and role of agents in managing commercial property financial reports
- types, purpose and reporting periods of commercial property financial reports.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

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Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- materials and equipment meeting the operational requirements for a real estate agency:
  - policies, procedures and documentation relating to managing commercial property financial reports
  - legislation in the state or territory of operation relating to managing commercial property financial reports
  - equipment, communication and data access and storage technology required to prepare a range of required commercial property financial reports
- accountant or other professional to assist in the preparation of commercial property financial reports.

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

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CPPREP4233 Manage lessee relationships - commercial

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4062A Occupy space.

Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to manage lessee relationships for commercial property tenancies.

It includes supporting lessees to comply with the terms and conditions of the lease when occupying properties including managing contingency requests associated with subletting and assignment of commercial leases.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Confirm lease arrangements with lessee.	1.1 Consult with lessee to plan commercial property occupation and confirm rights and obligations under the lease. 1.2 Clarify lessee needs and expectations for property use and fit-out and provide advice to ensure compliance with lease and lessor instructions. 1.3 Schedule processes for collecting rent and outgoings according

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	to agency requirements. 1.4 Verify acceptance of terms and conditions of lease and implement contingency processes as required in consultation with lessee. 1.5 Document schedules and agreed actions according to agency requirements.
2. Support lessee to comply with commercial lease.	2.1 Coordinate collection of rent and outgoings according to agreed schedule and lease requirements. 2.2 Conduct property inspection to confirm compliance with lease requirements. 2.3 Seek feedback from lessee to monitor property condition and use and identify issues or concerns. 2.4 Implement rent reviews and contributions to expenses. 2.5 Implement required actions to resolve lessee issues or concerns within the constraints of the lease and lessor instructions. 2.6 Seek specialist assistance and lessor instructions to resolve lessee issues or concerns outside the scope of the lease. 2.7 Document property inspection results and actions taken according to agency requirements.
3. Manage lessee contingency requests.	3.1 Respond to request to sublet portion of commercial property. 3.2 Gain lessor acceptance for subletting and implement required processes. 3.3 Respond to request for assignment of lease. 3.4 Gain lessor acceptance for assignment of lease and implement required processes.
4. Facilitate lease renewal.	4.1 Facilitate the exercise of options with lessee according to lease requirements. 4.2 Coordinate negotiation for renewal of lease or new lease to meet lessee requirements. 4.3 Secure and maintain lessee documentation to inform future negotiations according to agency requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- reading skills to interpret commercial property leases that contain legal terminology

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- numeracy skills to calculate rent and outgoings
- technology skills to access and use agency databases to record lessee interactions.

Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to CPPDSM4062A Occupy space.

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

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Assessment Requirements for CPPREP4233 Manage lessee relationships - commercial

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4062A Occupy space.

Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must develop and manage two lessee relationships. These must include:

- completing at least one new lease agreement
- co-ordinating and undertaking at least one inspection
- organising the exercise of option or renewal of lease
- actioning at least 2 lessee contingency requests.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- agency documentation required to be completed when managing lessee relationships for commercial property
- fit-out, repair and make-good obligations of lessees of commercial property
- legislation relating to the lease of commercial property in the state or territory of operation
- methods for calculating and collecting rent and outgoings for commercial property
- methods for preparing a tenancy schedule
- needs of lessees in different types of commercial property:
  - industrial
  - retail
  - office
- purpose and types of option clauses in commercial leases
  - methods by which lessees can exercise their options
  - time limits for exercising options
- ethical standards, regulatory requirements and role of real estate agents when managing lessee relationships for commercial property

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- requirements for subletting and assignment of a commercial lease
- types of outgoings required to be paid by lessees of a commercial property
- types of securities, guarantees and insurance required to protect lessors of commercial property.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- materials and equipment meeting the operational requirements for a real estate agency:
  - policies, procedures and documentation for managing lessee relationships for commercial property
  - legislation in the state or territory of operation relating to lease of commercial property
  - equipment, communication and data access and storage technology required to develop, manage and monitor lessee relationships
- two lessees and arrangements for the lease of two different types of commercial property.

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

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CPPREP4234 Manage lessor relationships - commercial

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Application

This unit specifies the skills and knowledge required to manage lessor relationships for commercial property tenancies.

It includes seeking lessor instructions to resolve lessee issues or concerns, analysing market trends and evaluating services to facilitate asset management opportunities.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Confirm property management services and lessor requirements.	1.1 Introduce lessor to property management team and explain property management processes. 1.2 Clarify rights and obligations of lessor and lessee according to lease terms and conditions. 1.3 Schedule reporting processes and timeframes to meet lessor requirements. 1.4 Confirm lessor instructions for property management and provide information or advice to resolve issues or concerns.

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	1.5 Document agreed schedules and actions according to agency requirements.
2. Report to lessor on commercial property management activities.	2.1 Seek lessor instructions to resolve issues or concerns associated with lessee, property or lease. 2.2 Consult with lessor to monitor satisfaction with property management services and provide information or advice in response to additional requirements. 2.3 Document reports and actions taken in response to lessor requirements.
3. Facilitate asset management opportunities and maintain documentation.	3.1 Analyse commercial property market trends to identify opportunities to meet specific lessor needs and preferences. 3.2 Evaluate commercial property management services and identify opportunities to enhance lessor property portfolio. 3.3 Present findings to lessor and document instructions. 3.4 Secure and maintain lessor documentation according to agency requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- reading skills to interpret commercial property leases that contain legal terminology
- numeracy skills to prepare financial reports
- technology skills to access and use agency databases to record lessor instructions.
-

Unit Mapping Information

No equivalent unit.

New unit of competency.

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

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Assessment Requirements for CPPREP4234 Manage lessor relationships - commercial

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Performance Evidence

To demonstrate competency in this unit, a person must prepare and action a documented plan and communication schedule to manage at least 2 lessor relationships involving commercial property from two of the following categories:

- industrial
- office
- retail.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- agency documentation required to be completed when managing lessor relationships for commercial property
- legal rights, responsibilities and obligations of lessors in a commercial property lease
- legislation relating to the lease of commercial property in the state or territory of operation
- methods for preparing a tenancy schedule
- needs of lessors in different types of commercial property:
  - industrial
  - office
  - retail
- ethical standards, regulatory requirements and role of agents when managing lessor relationships for commercial property
- types and purpose financial reports to be prepared for lessors of commercial property
- types of outgoings required to be paid by lessors of a commercial property
- types of securities, guarantees and insurance required to protect lessors of commercial property.

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Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- materials and equipment meeting the operational requirements for a real estate agency:
- policies, procedures and documentation for managing lessor relationships for commercial property
- legislation in the state or territory of operation relating to lease of commercial property
- equipment, communication and data access and storage technology required to develop, manage and monitor lessor relationships
- two lessors and arrangements for the lease of two different types of commercial property.

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

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CPPREP4235 End commercial property lease

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Application

This unit specifies the skills and knowledge required to end a commercial property lease.

It includes analysing lease documentation to clarify the circumstances of termination and obligations of lessors and lessees, and monitoring and negotiating termination processes including make good, handover and financial settlement.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Respond to request to terminate commercial property lease.	1.1 Receive request to end lease and clarify circumstances requiring termination. 1.2 Analyse lease documentation to verify conditions of termination and confirm lessor and lessee responsibilities. 1.3 Clarify make-good obligations and property handover requirements. 1.4 Inform lessor and lessee of termination request according to agency requirements.

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	1.5 Document request to terminate lease according to legislative requirements. 1.6 Seek specialist advice as required to clarify contractual obligations and inform lessor and lessee.
2. Implement and monitor processes to terminate commercial property lease.	2.1 Notify lessor and lessee of responsibilities and obligations associated with lease termination. 2.2 Consult with lessee to monitor satisfactory completion of make-good requirements. 2.3 Conduct and document property inspection to verify outgoing property condition according to terms and conditions of lease. 2.4 Facilitate financial settlement according to terms and conditions of lease. 2.5 Record financial transactions according to legislative requirements.
3. Finalise termination of commercial property lease.	3.1 Organise and monitor property handover procedure to lessor satisfaction. 3.2 Negotiate with lessor and lessee to resolve areas of conflict. 3.3 Identify breach of lease terms and conditions, and implement actions required for resolution according to agency requirements. 3.4 Complete and secure end of lease documentation according to legislative requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- writing skills to record observations during property inspections
- reading skills to interpret lease documents that may include legal terminology
- speaking skills to negotiate and resolve conflict
- numeracy skills to calculate financial payments for lease settlement
- problem-solving skills to recognise breaches of lease and apply specific lease clauses to circumstances of termination.

Unit Mapping Information

No equivalent unit.

New unit of competency.

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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

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Assessment Requirements for CPPREP4235 End commercial property lease

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Performance Evidence

To demonstrate competency in this unit, a person must document and action a plan for the termination of commercial leases in two of the following circumstances:

- expiry of term of lease
- frustration of lease
- breach of lease
- surrender of lease.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- legislation and regulations governing termination of commercial property leases
- required documentation to be completed and maintained when ending commercial property leases
- assignment and sub-leasing procedures
- circumstances that may lead to termination of a commercial lease:
  - breach of lease
  - frustration of lease
  - expiry of term of lease
  - surrender of lease
- fit-out, repair and make-good obligations
- lease breach or default notification procedures and consequences
- methods and considerations for financial settlement when terminating leases for commercial property:
  - arrears recovery
  - cash settlement in lieu of make-good
  - payment of monies owed

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    - return of bond
- ethical standards, regulatory requirements and role of real estate agents in terminating commercial property leases.
-

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- materials and equipment meeting the operational requirements for a real estate agency:
- policies, procedures and documentation relating to ending commercial property leases
- legislation in the state or territory of operation relating to ending commercial property leases
- equipment, communication and data access and storage technology required to prepare documentation and maintain records for the termination of commercial property leases
- lessees, lessors and information to support the termination of commercial property leases.

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

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CPPREP4261 Appraise business for sale

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4029A Appraise business, CPPDSM4079A Work in the business broking sector, CPPDSM5033A Merge or acquire a business and CPPDSM5038A Value a business.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to appraise a business for sale.

It includes accessing and analysing market, business and financial data to determine an appraised price, and presenting a documented appraisal report to the client.

The unit applies to industry professionals in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Obtain, interpret and confirm instructions.	1.1 Confirm client requirements and instructions for business appraisal according to legislative requirements. 1.2 Discuss agency requirements and processes for business appraisal with client.

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	1.3 Confirm status and ownership of business to be appraised. 1.4 Obtain agreement to proceed with business appraisal according to legislative requirements.
2. Conduct research to support business appraisal.	2.1 Select and apply business appraisal methodology suitable to the business type and available information. 2.2 Access and analyse required documents, reports and financial data for business being appraised. 2.3 Access and analyse current market data and trends effecting sale of business being appraised. 2.4 Verify accuracy and reliability of collated data and seek additional information according to appraisal methodology.
3. Complete business appraisal and present to client.	3.1 Analyse research findings to ascertain final appraisal and record outcome according to agency requirements and client instructions. 3.2 Prepare business appraisal report in an acceptable format, highlighting findings and rationale. 3.3 Present report to client. 3.4 Securely retain records and documentation according to agency requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- numeracy skills to analyse and calculate the profitability of businesses for sale
- technology skills to use the internet and databases to access market information.

Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to:

- CPPDSM4029A Appraise business
- CPPDSM4079A Work in the business broking sector
- CPPDSM5033A Merge or acquire a business
- CPPDSM5038A Value a business.

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Links

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Assessment Requirements for CPPREP4261 Appraise business for sale

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4029A Appraise business, CPPDSM4079A Work in the business broking sector, CPPDSM5033A Merge or acquire a business and CPPDSM5038A Value a business.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must prepare an appraisal report for two different businesses using suitable appraisal methodologies.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- legislation and regulations governing the conduct of business appraisals in the state or territory of operation
- required documentation to be completed and maintained when appraising businesses for sale
- appraisal methodologies suitable for different types of businesses
- basic accounting principles and techniques for checking financial statements and the ownership and status of businesses
- business appraisal processes:
  - content and format of business appraisal reports
  - factors that influence whether businesses are comparable for appraisal purposes
  - information required to be gathered and analysed for business appraisals
  - key sources of information required for business appraisals
- industry benchmarks for the appraisal of different types of businesses
- methods for estimating goodwill
- ethical standards, regulatory requirements and role of agents in appraising businesses for sale
- types and purpose of financial records to be analysed for business appraisal purposes
- types of assets required to be considered as part of a business appraisal.

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Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- materials and equipment meeting the operational requirements for a real estate agency:
  - policies, procedures and documentation relating to appraising businesses for sale
  - legislation in the state or territory of operation relating to the appraisal of businesses for sale
  - equipment, communication and data access and storage technology required to conduct research and prepare reports for the appraisal of businesses for sale
- client briefs and financial and performance information to support the appraisal of two different businesses for sale.

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

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CPPREP4262 Establish vendor relationships in business broking

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Application

This unit specifies the skills and knowledge required to attract vendor-agency relationships and to work with vendors to provide business broking services to meet their specific needs and preferences.

It includes completing agency documentation for the listing and sale of businesses and setting up vendor communication processes to provide feedback on the sales process.

The unit applies to industry professionals in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Prospect to attract potential vendors.	1.1 Identify and plan suitable prospecting methods to attract business listings according to agency requirements. 1.2 Apply prospecting methods to create opportunities to establish vendor–agency relationships. 1.3 Explain agency business broking services that meet specific vendor preferences and requirements.

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	1.4 Address vendor questions or concerns and offer information or services that attract relationships. 1.5 Record communications with potential vendors according to agency requirements.
2. Confirm sale context.	2.1 Identify vendor needs and preferences. 2.2 Determine business structure, ownership, scope of operation and contractual arrangements impacting sale. 2.3 Determine business attributes, goodwill and financial position. 2.4 Record vendor requirements and factors impacting sale according to agency requirements.
3. Complete documentation for listing.	3.1 Explain listing and sales process to vendor and seek additional information to ensure mutual and comprehensive understanding of vendor and agency requirements. 3.2 Prepare and execute documentation for business listing according to legislative requirements. 3.3 Retain vendor records and documentation according to agency requirements.
4. Set up vendor communication processes.	4.1 Plan communication methods and timeframes for providing feedback on sales process in consultation with vendor. 4.2 Record and apply vendor communication processes according to agency requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- reading skills to interpret agency documents that include legal terminology
- numeracy skills to calculate the goodwill of businesses
- technology skills to access and use agency databases when prospecting for vendors.

Unit Mapping Information

No equivalent unit.

New unit of competency.

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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

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Assessment Requirements for CPPREP4262 Establish vendor relationships in business broking

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Performance Evidence

To demonstrate competency in this unit, a person must:

- develop and implement one prospecting plan with timeframes and activities to attract potential vendors
- establish vendor relationships and complete documentation for two different business listings.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- required documentation to be prepared and executed for business listing and sale
- communication processes to provide vendors with feedback on the sales process
- factors that can impact the sale of a business and strategies for addressing each:
  - business structure
  - business ownership
  - contractual arrangements
  - attributes
  - goodwill
  - financial position
- legislation relating to the listing and sale of businesses in the state or territory of operation
- listing and sales processes used in business broking
- prospecting purpose and methods used in real estate to attract business listings
- ethical standards, regulatory requirements and role of agents when managing vendor–agency relationships
- scope of agency business broking services.

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Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- materials and equipment meeting the operational requirements for a real estate agency:
  - policies, procedures and documentation for establishing vendor relationships in business broking including listing agreements
  - legislation in the state or territory of operation relating to the sale of businesses
  - equipment, communication and data access and storage technology required to develop, manage and monitor vendor relationships in business broking
- potential vendors for the sale of two different businesses.

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

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CPPREP4263 Manage buyer relationships in business broking

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Application

This unit specifies the skills and knowledge required to manage buyer relationships in business broking.

It includes presenting the features of listed businesses to potential buyers according to vendor instructions and assisting buyers to make an informed offer.

The unit applies to industry professionals in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Respond to buyer enquiry for purchase of business.	1.1 Respond promptly to buyer enquiries and ascertain their needs and preferences. 1.2 Record details of buyer enquiries and information provided according to agency requirements.
2. Present business to buyer.	2.1 Assess buyer suitability against business listing and vendor instructions. 2.2 Offer information to buyer about listed business to meet their

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	requirements. 2.3 Present features of listed business according to vendor instructions and seek buyer feedback to monitor interest in listing. 2.4 Provide buyer with required information to address issues or concerns associated with business or terms of sale.
3. Assist buyer to make an offer.	3.1 Organise buyer inspection of business premises and financial records while maintaining vendor confidentiality. 3.2 Discuss and confirm inventory and equipment associated with sale, staged purchase and retention arrangements. 3.3 Recommend sources of specialist advice to assist buyer to gain full understanding of purchase and tax implications. 3.4 Maintain communication to support buyer and to encourage an offer to be made. 3.5 Record buyer interactions according to agency requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- reading skills to interpret agency documents that include legal terminology
- numeracy skills to interpret numerical data to understand the financial position of businesses for sale
- technology skills to access and use agency databases to record buyer information.

Unit Mapping Information

No equivalent unit.

New unit of competency.

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

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Assessment Requirements for CPPREP4263 Manage buyer relationships in business broking

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Performance Evidence

To demonstrate competency in this unit, a person must identify and assist at least 2 buyers, in two separate occasions, in the purchase of a business.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- required documentation to be completed when interacting with buyers
- business structures and features that can impact sale
- legislation relating to the sale of businesses in the state or territory of operation
- legal and ethical responsibilities of real estate agents when managing buyer relationships in business broking
- methods for presenting businesses to potential buyers
- methods of buyer enquiry in business broking
- role of the real estate agent in establishing and maintaining buyer relationships for the sale of businesses
- strategies to match buyer needs and preferences to listed business
- techniques to manage conflict between buyers and vendors in business broking.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- materials and equipment meeting the operational requirements for a real estate agency:

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  - policies, procedures and documentation for managing buyer relationships in business broking
  - legislation in the state or territory of operation relating to the sale of businesses
  - equipment, communication and data access and storage technology required to develop, manage and monitor buyer relationships in business broking
- buyers for two different business listings.

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

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CPPREP4264 Manage the sales process in business broking

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4053A List business for sale and CPPDSM4069A Promote and market listed business.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to manage the business sales process while maintaining vendor privacy and confidentiality.

It includes negotiating the terms and conditions of sale, organising the execution of sales documentation, and monitoring contracts through to settlement.

It also involves administering and securing deposits and agreements and resolving issues to ensure the successful conclusion of the sale.

The unit applies to industry professionals in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Negotiate requirements and complete sale of	1.1 Maintain communication with vendor and during the sales process. 1.2 Identify and resolve issues that may impact the successful

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business.	conclusion of the sale. 1.3 Negotiate price, terms and conditions of sale of business. 1.4 Negotiate conflict or deadlocks and confirm terms with parties to the sale. 1.5 Administer and secure deposit according to legislative requirements.
2. Organise execution of documentation for sale of business.	2.1 Provide disclosure documentation according legislative requirements. 2.2 Prepare sales documentation according to agency requirements. 2.3 Arrange completion of sales documentation by all parties to the sale. 2.4 Facilitate engagement of legal advisor according to type of sale and complete pre-settlement processes according to legislative requirements.
3. Monitor contract settlement.	3.1 Monitor progress of contract and adherence to conditions of sale according to agency requirements. 3.2 Maintain communication with all parties to the sale to facilitate contract settlement. 3.3 Confirm settlement has concluded and complete post-settlement processes.
4. Review and complete post-sale processes.	4.1 Evaluate vendor and buyer satisfaction to establish future business opportunities. 4.2 Update databases to inform future prospecting activities.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- writing skills to complete agency documentation for the sale of businesses
- reading skills to interpret agreements and contracts for the sale of businesses
- numeracy skills to calculate terms of sale and deposits.

Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to:

- CPPDSM4053A List business for sale

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- CPPDSM4069A Promote and market listed business.

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

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Assessment Requirements for CPPREP4264 Manage the sales process in business broking

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4053A List business for sale and CPPDSM4069A Promote and market listed business.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must document and implement a plan to manage the sales process for two different businesses.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- legal and agency documentation to be completed and maintained for the sale of businesses
- contracts and agreements used for the sale of businesses
- legal requirements applying to retail businesses in the state or territory of operation
- deposit requirements for different types of businesses
- factors that may impact the successful conclusion of a business sale:
  - buyer capacity and credentials
  - confidentiality agreements
  - involvement of third parties in the negotiation or sales process
  - legal requirements
  - status of business structure or ownership
  - vendor motivation and requirements
- legislation and regulations governing the sale of businesses in the state or territory of operation
- negotiation techniques used to facilitate agreement between vendors and buyers and to break deadlocks
- ethical standards, regulatory requirements and role of agents in the sale of businesses.

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Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- materials and equipment meeting the operational requirements for a real estate agency:
  - policies, procedures and documentation relating to the sale of businesses
  - legislation in the state or territory of operation relating to the sale of businesses
  - equipment, communication and data access and storage technology required to maintain records and information associated with the sale of businesses
- vendors, buyers and information to support the sale of two different businesses.

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

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CPPREP4301 Confirm and market livestock for sale

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is not equivalent to CPPDSM4068A Prepare livestock for sale at saleyards and CPPDSM4075A Select livestock for sale.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to confirm and market livestock for sale.

It includes confirming livestock characteristics, ownership and preferred method of sale, identifying potential buyers, preparing promotional material for livestock and arranging delivery of livestock for sale.

The unit applies to people currently working in or seeking to work in the real estate stock and station sector.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	Confirm vendor requirements for livestock sale.	1.1	Confirm livestock ownership and method of sale.
		1.2	Document type, condition and characteristics of livestock.

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		1.3	Discuss market conditions and impact on price.
		1.4	Complete sales documentation according to legislative requirements.
2	Prepare for agreed method of sale.	2.1	Prepare description of livestock.
		2.2	Prepare promotional material for livestock, according to agreed method of sale.
		2.3	Identify and document potential buyers.
		2.4	Organise sale date and location.
		2.5	Organise opportunities for inspection of livestock.
		2.6	Identify risk and risk controls for sale of livestock.
3	Arrange delivery of livestock for sale.	3.1	Confirm and document transport requirements according to agreed method of sale.
		3.2	Arrange delivery of livestock according to seller instructions.
		3.3	Prepare documentation associated with delivery of livestock according to legislative requirements.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to:

- CPPDSM4068A Prepare livestock for sale at saleyards
- CPPDSM4075A Select livestock for sale.

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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

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Assessment Requirements for CPPREP4301 Confirm and market livestock for sale

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is not equivalent to CPPDSM4068A Prepare livestock for sale at saleyards and CPPDSM4075A Select livestock for sale.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must plan to and sell livestock on two different occasions using two of the methods below:

- private treaty
- auction
- sale yards
- on farm.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- livestock
  - breed, age, sex, condition, classes, weights, pregnancy status
- livestock selling methods:
  - private treaty
  - auction
  - sale yards
  - on farm
- sale price and conditions:
  - price per head
  - price per kilo dress weight
  - price per kilo live weight
  - sale to abattoir
  - live export
  - feedlots

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- livestock transportation
- livestock welfare
- assessment of livestock
- quarantine
- curfews
- prescribed documentation in the state or territory of operation
- legislation and regulations in the state or territory of operation
- livestock inspection requirements
- procedures for identifying and verifying ownership of livestock
- encumbrances on livestock:
  - livestock mortgages
  - bills of sale
  - agent's fees
  - overdrafts
  - removal of encumbrances
- pre- and post-saleyard procedures
- role of the agent in providing livestock sale services
- risks and risk management strategies associated with sale of livestock
- ethical practices associated with sale of livestock
- agency forms and documentation required for sale of livestock
- agency livestock records
- processes to determine price range expectations for livestock
- market indicators for livestock value.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- livestock records and databases
- sources of information about livestock condition and ownership
- market indicator information
- procedures, forms and documents for sale of livestock
- details of at least two lots of livestock for sale by two different methods of sale

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

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CPPREP4302 Prepare livestock for sale

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4077A Sell livestock by private sale.

Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to prepare for the sale of livestock.

It includes preparing livestock for sale including establishing and confirming requirements and details for the National Livestock Identification System (NLIS), taking delivery of livestock and organising transportation of livestock including confirming requirements and details for the Livestock Production Assurance National Vendor Declaration (LPA NVD).

This unit applies to people working in or seeking to work in the real estate stock and station sector.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	Arrange transport of livestock according to sales method.	1.1	Plan and document with client, transport arrangements and delivery schedule for movement of livestock.
		1.2	Identify, assess and manage risk associated with the transport, delivery, drafting and penning of livestock

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			according to agency and legislative requirements.
		1.3	Confirm transport arrangements with carrier according to delivery schedule.
2	Prepare livestock for sale.	2.1	Organise adequate staff to take delivery of livestock.
		2.2	Record delivery details of livestock in line with site requirements.
		2.3	Arrange receival penning to ensure availability for delivery.
		2.4	Prepare pre-sales catalogues according to requirements of sale, LPA NVD and NLIS.
3	Organise drafting and penning of livestock.	3.1	Arrange supplementary branding as required.
		3.2	Coordinate drafting and, as required, weighing of livestock prior to final penning according to sale requirements.
		3.3	Coordinate placement of livestock in final allocated pens according to sale requirements.
		3.4	Display information about livestock as required by agency and saleyard.
		3.5	Record details of livestock in sales register according to sale requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- reading skills and analytical skills to interpret source documents, including the NLIS and the LPA NVD
- technology skills to access information via the internet, databases, business records management systems (particularly for the NLIS)
- numeracy skills to draft and weigh livestock as required.

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Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to CPPDSM4077A Sell livestock by private sale.

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

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Assessment Requirements for CPPREP4302 Prepare livestock for sale

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4077A Sell livestock by private sale.

Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must document and implement a plan to prepare livestock for sale on two different occasions using two of the methods below:

- private treaty
- auction
- sale yards
- on farm.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- livestock:
  - breed, age, sex, condition, classes, weights, pregnancy status
- livestock selling methods:
  - private treaty
  - auction
  - sale yards
  - on farm
  - sale price and conditions:
  - price per head
  - price per kilo dress weight
  - price per kilo live weight
  - sale to abattoir
  - live export
  - feedlots

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- livestock transportation
- livestock welfare
- assessment of livestock
- quarantine
- curfews
- prescribed documentation in the state or territory of operation including National Livestock Identification System (NLIS), Livestock Production Assurance National Vendor Declaration (LPA NVD)
- legislation and regulations in the state or territory of operation
- livestock inspection requirements
- procedures for identifying and verifying ownership of livestock
- pre- and post-saleyard procedures
- role of the agent in preparing livestock for sale
- risks and risk management strategies associated with preparing livestock for sale
- ethical practices associated with preparing livestock for sale
- required forms and documentation to prepare livestock for sale
- agency livestock records and processes to update details
- communication strategies for responding to client complaints.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- livestock records and databases
- sources of information about livestock condition and ownership
- sources of information about NLIS, LPA NVD and transport options for livestock
- procedures and forms/documents for sale of livestock
- details of at least two lots of livestock for sale by two different methods of sale including catalogue requirements and penning requirements.

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

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CPPREP4303 Establish vendor and buyer relationships in livestock sale

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4024A Advise clients on livestock sale and purchase options.

Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to establish vendor and buyer relationships to support livestock sales.

It includes planning activities to achieve livestock listings, establishing vendor and buyer needs and expectations, completing an agreement with the vendor for sale of livestock, establishing a plan for ongoing communication with vendors and buyers and maintaining records associated with the vendor and buyer relationships.

This unit applies to people currently working in or seeking to work in the stock and station sector of real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	Plan prospecting	1.1	Analyse prospecting methods.

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	methods.	1.2	Identify methods appropriate to target market, and personal and agency brand.
		1.3	Apply prospecting methods to create opportunities and interest in establishing vendor and buyer relationships.
2	Develop vendor relationship.	2.1	Record vendor profile, preferences and expectations in relation to purchase of livestock.
		2.2	Prepare agreement between agent and vendor for sale of livestock.
		2.3	Prepare livestock sale documentation according to legislative requirements.
		2.4	Develop vendor communication plan.
3	Develop buyer relationship.	3.1	Confirm and document buyer preferences for purchase of livestock.
		3.2	Promote personal and agency brand in communication with buyer.
		3.3	Engage buyer in agency communication and advertising for livestock, matching buyer preferences and expectations.
		3.4	Develop buyer communication plan.
4	Maintain vendor and buyer records.	4.1	Document interactions with vendors and buyers.
		4.2	Maintain records of agency–vendor and agency–buyer relationships.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria

- technology skills to access information via the internet, databases, business records management systems.

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Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to CPPDSM4024A Advise clients on livestock sale and purchase options.

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

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Assessment Requirements for CPPREP4303 Establish vendor and buyer relationships in livestock sale

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4024A Advise clients on livestock sale and purchase options.

Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must:

- develop, document and implement a plan for prospecting for vendors and buyers including:
  - analysing prospecting methods for a target market
  - identifying methods that would incorporate establishing a relationship with vendors and buyers
- document buyer preferences for purchase of livestock
- prepare and complete livestock sale documentation according to legislative requirements.
- develop and implement a communication strategy for buyers and vendors to address client needs and expectations.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- prospecting purpose and methods
- agency and personal brand
- strategies for attracting vendors and buyers
- processes for livestock sales
- livestock selling methods
- techniques for establishing and maintaining agency–client relationships
- vendor and buyer expectations and preferences for:
  - method of sale
  - timeframe for sale
  - marketing

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    - communications
- role of the agent in selling livestock
- ethical standards and regulatory requirements associated with selling livestock including animal welfare
- privacy standards and confidentiality of client data
- agency practices in relation to marketing and communication
- documents and record keeping required as part selling livestock
- agency fees, charges, and conditions
- legislation and local government regulations relating to selling livestock in the state or territory of operation
- communication strategies for responding to client complaints.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- real estate livestock sales procedures, forms and documents
- legislation and local government regulations relating to selling livestock in the state or territory of operation.

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

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CPPREP4304 Complete sales process - livestock

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Application

This unit specifies the skills and knowledge required to complete the livestock sales process.

It includes responding to buyer enquiries, arranging inspections, negotiating the sale, completing sales documentation and arranging delivery to buyer.

This unit applies to people currently working in or seeking to work in the real estate stock and station sector.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	Respond to and document buyer enquiry.	1.1	Receive, record and respond to buyer enquiry for livestock.
		1.2	Confirm and document potential buyer details.
		1.3	Provide and confirm description of livestock to potential buyer.
		1.4	Organise inspection of livestock in consultation with

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			vendor and buyer.
2	Negotiate sale of livestock.	2.1	Inspect livestock according to agreed inspection requirements, and agency practice and processes.
		2.2	Negotiate sale of livestock with vendor and buyer.
		2.3	Document agreed vendor and buyer terms and conditions of sale.
		2.4	Prepare contracts and documentation for sale of livestock according to legislative requirements.
		2.5	Use ethical and professional practices to negotiate sale of livestock.
3	Complete sale of livestock.	3.1	Secure deposits for sale of livestock.
		3.2	Complete arrangements for payment according to agency practice, ethical standards and legislative requirements.
		3.3	Negotiate and document agreed requirements for transport of livestock with vendor and buyer.
		3.4	Arrange delivery of livestock according to vendor and buyer instructions.
4	Complete documentation.	4.1	Complete documentation associated with delivery of livestock to buyer according to agency practice, ethical standards and legislative requirements.
		4.2	Update details of livestock sale, and vendor and buyer information in agency records management systems.
		4.3	Record negotiated follow-up communication with vendor or buyer.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

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Unit Mapping Information

No equivalent unit.

New unit of competency.

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

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Assessment Requirements for CPPREP4304 Complete sales process - livestock

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Performance Evidence

To demonstrate competency in this unit, a person must document and implement a strategy to negotiate and finalise the sale of livestock on two different occasions using two of the methods below:

- private treaty
- auction
- sale yards
- on farm.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- livestock:
  - breed, age, sex, condition, classes, weights, pregnancy status
- livestock selling methods:
  - private treaty
  - auction
  - sale yards
  - on farm
- sale price and conditions:
  - price per head
  - price per kilo dress weight
  - price per kilo live weight
  - sale to abattoir
  - live export
  - feedlots
- livestock transportation

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- livestock welfare
- assessment of livestock
- quarantine
- curfews
- prescribed documentation in the state or territory of operation
- legislation and regulations in the state or territory of operation
- livestock inspection requirements
- procedures for identifying and verifying ownership of livestock
- encumbrances on livestock:
  - livestock mortgages
  - bills of sale
  - agent's fees
  - overdrafts
  - removal of encumbrances
- pre- and post-saleyard procedures
- role of the agent in providing livestock sale services
- ethical practices associated with the sale of livestock
- required forms and documentation for the sale of livestock
- agency livestock records
- processes to determine price range expectations for livestock
- market indicators for livestock value
- communication strategies for responding to client complaints.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- livestock records and databases
- sources of information about livestock condition and ownership
- procedures and forms/documents for sale of livestock
- details of at least two lots of livestock for sale by two different methods of sale.
-

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

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CPPREP4501 Prepare to complete the sales process - off the plan properties

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Application

This unit specifies the skills and knowledge required to collate information to support sales of off the plan properties in real estate.

The unit applies to industry professionals acting on behalf of principals in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Review information from developer.	1.1 Determine and outline details and any limitations to property title. 1.2 Confirm terms of sale, development schedule and completion date. 1.3 Determine building construction characteristics and level of input permitted for buyers on finishes and appliances.
2. Evaluate information from	2.1 Confirm price range for negotiation and

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developer about negotiable areas**.**	minimum acceptable deposit. 2.2 Confirm schedule and conditions for progress payments. 2.3 Identify negotiable areas in contract conditions, including penalty clauses.
3. Establish and document contingency provisions**.**	3.1 Establish and document provisions for when completed building does not meet specifications. 3.2 Establish and document provisions for when building construction does not meet scheduled timeframes. 3.3 Establish and document provisions for sales that do not settle. 3.4 Access and interpret relevant legislation for off the plan sales.
4. Prepare sale information**.**	4.1 Collate information about property to support sale settlement. 4.2 Prepare an information pack to facilitate property sale.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

New unit of competency.

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

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Assessment Requirements for CPPREP4501 Prepare to complete the sales process - off the plan properties

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Performance Evidence

To demonstrate competency in this unit, a person must prepare information packs for two off the plan properties in different developments for use by an agency to facilitate sale of the properties.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- Commonwealth and state or territory legislation and local government regulations relevant to the sales process for off the plan properties in real estate
- disclosure requirements relevant to off the plan properties, including material facts
- ethical standards and regulatory requirements relating to off the plan properties
- unit entitlements and by-laws for strata property
- protocols to follow when preparing information for off the plan properties
- buyer expectations:
  - comprehensive information about proposed building
  - method of sale and payments
  - sales timeframe
  - contract conditions, including penalty clauses and input to finishes and appliances.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

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- full documentation for two off the plan properties in different developments to allow for creation of comprehensive information packs
- role descriptions and information for people participating in role-play exercises
- equipment and information required to prepare documentation in a real estate agency.

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

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CPPREP4502 Support providers of social and community housing

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Application

This unit specifies the skills and knowledge required to work in conjunction with providers of social and community housing to manage property and tenancies.

The unit applies to industry professionals acting on behalf of principals in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Review agreement with social or community housing provider.	1.1 Confirm requirements of social or community housing provider to manage property and tenancies. 1.2 Access and interpret legislative requirements for social or community housing. 1.3 Analyse requirements of provider to establish the scope of services to be provided. 1.4 Confirm capacity of agency to provide required services.
2. Manage social or community	2.1 Examine and follow policies and procedures to meet requirements for managing property.

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housing property.	2.2 Schedule and manage cyclic property maintenance processes. 2.3 Manage processes for responding to requests for repairs.
3. Manage social or community housing tenancies.	3.1 Establish tenancy requirement requests from housing providers or case workers. 3.2 Apply legislative requirements for residential tenancies. 3.3 Manage establishment of tenancy agreement, rent and bond. 3.4 Manage breaches of tenancy agreement in consultation with housing providers or case workers.
4. Maintain relationship with housing provider and support agencies.	4.1 Identify responsibilities and boundaries of the real estate agency, housing provider and support agencies in dealing with tenancy problems. 4.2 Establish and maintain communication channels that ensure effective management of tenancies.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

New unit of competency.

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

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Assessment Requirements for CPPREP4502 Support providers of social and community housing

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Performance Evidence

To demonstrate competency in this unit, a person must prepare and implement a management strategy for a social housing property to support providers of social and community housing by:

- reviewing one agreement with a social or community housing provider
- developing and implementing one plan to manage social or community housing property and community housing tenancies
- developing and implementing one plan for maintaining relationships with housing provider and support agencies.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- Commonwealth and state or territory legislation and local government regulations relevant to management of property and tenancies in social and community housing, in particular legislation regarding smoke alarms in individual, group and shared housing contexts
- types of social and community housing providers
- types of social and community housing
- scope and processes for managing social and community housing properties
  - maintenance
  - repairs
  - security
- scope and processes for managing social and community tenancies
- processes for identifying and meeting the needs of tenants in social and community housing
- processes and techniques for working effectively and collaboratively with social or community housing providers and support workers.

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Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- sufficient documentation of a social or community property and tenancies to allow for preparation of required documents
- role descriptions and information for people participating in role-play exercises
- equipment required to prepare documentation in a real estate agency.

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

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CPPREP4503 Present at hearings in real estate

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to CPPDSM4020 Present at tribunals.

Updated to meet industry currency.

Application

This unit specifies the skills and knowledge required to appear effectively before a hearing.

It includes preparing for hearings, using hearing etiquette, participating in conciliation hearings and presenting a case to a hearing.

The unit applies to industry professionals acting on behalf of principals in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Prepare case for hearing.	1.1 Examine the process for making an application for a hearing. 1.2 Access and interpret decisions and precedents relevant to the matter to be heard. 1.3 Prepare and analyse evidence and other documentation required for the hearing. 1.4 Seek advice from appropriate professionals to assist in preparing for the hearing.

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	1.5 Determine the need for expert witnesses and explain their role in the hearing. 1.6 Participate in pre-hearing briefings.
2. Prepare documents and coordinate attendees for hearing.	2.1 Complete documentation required for application accurately. 2.2 Prepare documents for presentation to hearing. 2.3 On receipt of hearing details, coordinate documents and attendees.
3. Participate in conciliation process.	3.1 Determine purpose and role of conciliation in the hearing process. 3.2 Explore opportunities to resolve the matter through conciliation. 3.3 Disclose documented evidence to be used in the hearing. 3.4 Assess offers of conciliation against the likely outcome of continuing with the hearing. 3.5 Record relevant information during the conciliation process.
4. Use hearing etiquette.	4.1 Use appropriate protocols for entering, participating in and leaving the hearing. 4.2 Use appropriate manner and relevant language when addressing the hearing.
5. Present case at hearing.	5.1 Apply hearing rules and procedures. 5.2 Outline the case clearly and concisely. 5.3 Respond appropriately to submissions from respondents. 5.4 Respond appropriately to hearing questions and directions.
6. Complete hearing processes.	6.1 Request statement of reasons for hearing decision. 6.2 Notify and explain hearing outcome to interested parties. 6.3 Complete documentation and reports, and store according to agency practise.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- planning, organising and scheduling skills to prepare for and participate in conciliation and hearings

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- oral communication skills to clarify procedures and respond to questions in conciliation and hearing processes.

Unit Mapping Information

Supersedes and is equivalent to CPPDSM4020 Present at tribunals.

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

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Assessment Requirements for CPPREP4503 Present at hearings in real estate

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to CPPDSM4020 Present at tribunals.

Updated to meet industry currency.

Performance Evidence

To demonstrate competency in this unit, a person must prepare and present one case for a simulated conciliation session and one case for a simulated hearing in real estate.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- Commonwealth and state or territory legislation, and local government regulations relevant to presenting at hearings in real estate
- disclosure requirements relevant to presenting at hearings in real estate
- ethical standards relating to presenting at hearings in real estate
- protocols to follow when presenting at hearings in real estate
- purpose and role of conciliation in the real estate industry
- role and jurisdiction of hearings of matters relating to property operations
- key features of the rules of evidence
- powers and role of property-related hearings
- hearing procedures and requirements
  - documentation required for applications to hearings
  - procedure to be followed for presenting a case to a hearing
  - procedure to be followed where a matter has been settled prior to hearing
  - process for making an application to a hearing
  - role of expert witnesses
- hearing etiquette.

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Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- detailed scenario and associated documentation for a complex real estate matter that is sufficient to provide a realistic simulation of a conciliation process and a hearing
- relevant policies, procedures and associated documentation meeting the full industry standard for a mid-size real estate agency
- role descriptions for people participating in role-play exercises
- equipment, communication and data access and storage technology required for research and documentation.
-

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

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CPPREP4504 Deliver presentations to clients in real estate

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4018A Prepare and present property reports.

Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to present information to clients in real estate in a planned, structured and professional manner.

The unit applies to industry professionals acting on behalf of principals in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Prepare a presentation	1.1 Establish presentation purpose. 1.2 Identify audience characteristics for the presentation. 1.3 Select presentation techniques to match audience characteristics, presentation purpose and required outcomes. 1.4 Select format and equipment for presentation according to audience characteristics. 1.5 Research and prepare information and materials to support

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	presentation. 1.6 Prepare presentation and plan timing to meet time constraints. 1.7 Prepare strategy to collect client feedback and responses.
2. Conduct presentation.	2.1 Use techniques, materials and equipment to present information. 2.2 Present information clearly and sequentially following planned timings. 2.3 Respond to audience questions. 2.4 Summarise key concepts and conclude presentation.
3. Review presentation.	3.1 Analyse and discuss feedback and responses to review effectiveness of presentation. 3.2 Use review outcomes to make notes about improvements to presentation content, techniques and delivery.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to CPPDSM4018A Prepare and present property reports.

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

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Assessment Requirements for CPPREP4504 Deliver presentations to clients in real estate

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM4018A Prepare and present property reports.

Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must prepare and deliver two separate presentations for real estate clients. They must also complete a review of their presentation to identify future areas of improvement.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- Commonwealth and state or territory legislation and local government regulations relevant to the content of delivering presentations to clients in real estate
- ethical practice in real estate
- techniques to:
  - profile potential audience characteristics
  - select presentation techniques and technology appropriate to audience characteristics
  - select content to address audience characteristics and requirements
  - plan timing of presentations
  - select and use equipment, graphics, audio and materials to support effective delivery of content
  - use effective communication to deliver the presentation
  - gather and collate feedback to support review and improvements to the presentation.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

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Assessors are responsible for ensuring that the person demonstrating competency has access to:

- information to be presented to a group of clients
- role descriptions and information for people participating in role-play exercises
- equipment required to prepare presentations.

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

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CPPREP4505 Value goods, chattels, plant and equipment

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to CPPDSM4033A Assess and value goods, chattels, plant and equipment.

Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to value goods, chattels, plant and equipment.

It includes obtaining valuation instructions from the client, conducting research and inspection activities to support the valuation, applying appropriate methodologies to assess value, and presenting a documented valuation report to the client.

The unit applies to industry professionals in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Obtain, interpret and confirm instructions.	1.1 Confirm client requirements and instructions for the valuation of goods, chattels, plant and equipment according to legislative requirements. 1.2 Discuss agency requirements and processes for the valuation of

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	goods, chattels, plant and equipment with client. 1.3 Confirm status and ownership of goods, chattels, plant and equipment offered for valuation. 1.4 Obtain written agreement to proceed with valuation according to legislation in the state or territory of operation.
2. Conduct research to support valuation.	2.1 Analyse documents, reports and historical financial records for goods, chattels, plant and equipment offered for valuation. 2.2 Analyse information to confirm history of goods and chattels and maintenance history of plant and equipment. 2.3 Analyse advice and preliminary market evidence of value and replacement costs of goods, chattels, plant and equipment. 2.4 Confirm safety and legal compliance of goods, chattels, plant and equipment according to legislative requirements.
3. Inspect goods, chattels, plant and equipment.	3.1 Arrange inspection of goods, chattels, plant and equipment in consultation with client. 3.2 Confirm identity of goods, chattels, plant and equipment offered for valuation according to with client instructions. 3.3 Conduct visual inspection of goods, chattels, plant and equipment to gather additional information to support valuation. 3.4 Record inspection details and compile field notes.
4. Apply valuation methodology.	4.1 Obtain and analyse cost and market information for goods, chattels, plant and equipment. 4.2 Select and apply valuation methodology suitable to the types of goods, chattels, plant and equipment considering data compiled from research and inspection activities. 4.3 Verify accuracy and reliability of collated data and seek additional information required to confirm valuation. 4.4 Assess value of goods, chattels, plant and equipment according to client instructions.
5. Complete valuation and present to client.	5.1 Analyse valuation findings to ascertain final valuation, and record according to agency requirements and client instructions. 5.2 Prepare valuation report in an acceptable format highlighting findings and rationale. 5.3 Present report to client. 5.4 Securely maintain records and documentation according to agency requirements.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- numeracy skills to calculate market value of goods, chattels, plant and equipment
- technology skills to use the internet and databases to access market information.

Unit Mapping Information

Supersedes and is equivalent to CPPDSM4033A Assess and value goods, chattels, plant and equipment.

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

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Assessment Requirements for CPPREP4505 Value goods, chattels, plant and equipment

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to CPPDSM4033A Assess and value goods, chattels, plant and equipment.

Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must prepare two valuation reports using different valuation methodologies.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- legislation and regulations governing the valuation of goods, chattels, plant and equipment in the state or territory of operation
- required documentation to be completed and maintained when valuing goods, chattels, plant and equipment
- valuation methodologies suitable for valuing goods, chattels, plant and equipment:
- basic accounting principles and techniques for checking historical accounting records, cost and market information for goods, chattels, plant and equipment
- ethical standards, regulatory requirements and role of agents in valuing goods, chattels, plant and equipment
- types of goods and chattels that may be offered for valuation
- types of plant and equipment that may be offered for valuation
- valuation processes for goods, chattels, plant and equipment:
  - content and format of valuation reports
  - information required to be gathered and analysed to support valuation
  - key sources of information for obtaining history and market evidence
  - risk management strategies.

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Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- range of goods, chattels, plant and equipment for valuation
- materials and equipment that meet the operational requirements for a real estate agency and support the valuation of goods, chattels, plant and equipment:
  - policies, procedures and documentation
  - relevant legislation in the state or territory of operation
  - equipment, communication and data access and storage technology required to conduct research and prepare reports
- client briefs and financial and performance information to support the valuation of goods, chattels, plant and equipment.

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

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CPPREP4506 Manage offsite and lone worker safety in real estate

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Application

This unit specifies the skills and knowledge required to establish, maintain and evaluate real estate agency safety controls for offsite and lone workers.

The unit applies to industry professionals in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Develop safety controls.	1.1 Review existing safety controls for staff when travelling, working offsite and working alone in the agency. 1.2 Conduct safety risk assessments and develop safety controls for when travelling, working offsite and working alone in the agency. 1.3 Define the roles and responsibilities for all staff in maintaining their own safety and that of others. 1.4 Develop and document protocols for responding to safety incidents according to legislative requirements.

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	1.5 Examine policies and procedures to control risks.
2. Implement safety controls.	2.1 Develop and document implementation strategy for safety controls. 2.2 Facilitate implementation of safety controls and explain roles and responsibilities of all staff.
3. Review safety controls.	3.1 Plan and implement processes for monitoring the effectiveness of safety controls. 3.2 Create and monitor staff feedback system for safety controls. 3.3 Analyse and implement existing processes for controlling emerging risks, or develop processes as required.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

New unit of competency.

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

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Assessment Requirements for CPPREP4506 Manage offsite and lone worker safety in real estate

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Performance Evidence

To demonstrate competency in this unit, a person must develop, implement, monitor and review essential offsite and lone worker safety controls for a real estate agency.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- Commonwealth and state or territory legislation and local government regulations relevant to offsite and lone worker safety
- ethical standards in real estate relevant to offsite and lone worker safety
- application of the hierarchy of risk control for offsite and lone worker safety
- principles and techniques for:
  - applying the hierarchy of risk control
  - conducting safety risk assessments and developing safety controls
  - defining roles and responsibilities in implementing safety controls
  - developing policies and procedures to control risks to safety
  - developing implementation strategies for safety controls
  - developing and implementing a staff feedback system for safety controls
  - reviewing safety controls.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

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- documents for a real estate agency to allow risk assessment of working offsite and working alone
- role descriptions for people participating in role-play exercises
- equipment, communication and data access and storage technology.

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

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CPPREP4507 Provide property sustainability information in real estate

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Application

This unit specifies the skills and knowledge required to access, interpret, prepare and provide property sustainability information in the real estate industry.

The unit applies to industry professionals in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Collect property sustainability information.	1.1 Analyse information about thermal performance, energy rating, energy efficiency and home sustainability requirements and assessments according to legislative requirements. 1.2 Analyse thermal performance, energy rating, energy efficiency and home sustainability assessment reports relating to the property and list characteristics that enhance sustainability. 1.3 Appraise property and consult with property owner to identify characteristics that enhance energy efficiency.
2. Prepare sustainability	2.1 Collate characteristics that impact on sustainability for residents, property and the environment.

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information.	2.2 Document sustainability features and benefits for inclusion in marketing materials according to legislative requirements.
3. Present property sustainability information.	3.1 Discuss features and benefits of property sustainability with clients. 3.2 Disclose all available information relating to property sustainability performance and refer to specialists for further advice.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

New unit of competency.

Links

Companion volumes to this training package are available at the VETNet website - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad

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Assessment Requirements for CPPREP4507 Provide property sustainability information in real estate

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Performance Evidence

To demonstrate competency in this unit, a person must research and prepare information on the sustainability features of two properties. This information must illustrate how each property's features benefit the client and the environment.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- Commonwealth and state or territory legislation and local government regulations relating to preparing and providing property sustainability information in real estate
- disclosure requirements relating to preparing and providing property sustainability information in real estate
- ethical standards relating to preparing and providing property sustainability information in real estate
- processes for:
  - analysing sustainability reports to list the characteristics of a building
  - appraising properties and consulting with the property owner to list property characteristics
  - collating lists of existing property characteristics and opportunities for enhancing thermal performance, energy efficiency, sustainability and lessening impacts on the environment
  - analysing property characteristics that enhance sustainability to document their features and benefits, and to select features and benefits that might enhance property marketability
  - researching and collating information about government sustainability support programs
  - documenting property sustainability information
  - disclosing all property sustainability information relating to performance and referring clients to specialists for further advice

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- characteristics of buildings that enhance thermal performance
- jurisdictional energy rating programs and the characteristics of each of the ratings
- characteristics of properties that enhance thermal performance
- characteristics that impact on the energy efficiency of properties
- characteristics that impact on the sustainability and environmental impact of properties:
  - orientation and insulation of buildings
  - energy sources
  - energy generation
  - potable water, grey water and black water systems
  - waste disposal systems
- jurisdictional programs providing support for enhancing the sustainability and environmental impact of properties.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- business documentation relating to preparing and providing property sustainability information
- documentation relating to thermal performance, energy rating, energy efficiency and home sustainability assessment reports
- materials and equipment meeting the operational requirements for a mid-size real estate agency, including:
  - role descriptions for people participating in role-play exercises
  - equipment, communication and data access and storage technology required for researching and documenting property sustainability information.

Links

Companion volumes to this training package are available at the VETNet website - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad

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CPPREP4508 Conduct livestock auction

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to CPPDSM4039A Conduct livestock sale by auction.

Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to conduct an auction of livestock.

It includes accessing, interpreting and applying written instructions for the auction, calling an auction and completing the auction process.

This unit applies to people currently working in or seeking to work in the real estate stock and station sector.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	Confirm auction terms, conditions and presentation.	1.1	Confirm suitability of auction site and display of required auction advice and documentation according to legislative requirements.
		1.2	Confirm suitability and operation of auction equipment.

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		1.3	Confirm availability and suitability of auction documentation, including instructions, authorities, contracts, reserve price and vendor bids.
		1.4	Confirm number of registered bidders, online bidding and bidding by authority.
		1.5	Confirm staff are available to facilitate the conduct of the auction.
2	Open auction.	2.1	Read out terms and conditions of sale by auction according to legislative requirements.
		2.2	Identify livestock and vendor for each sales lot.
		2.3	Describe livestock, consistent with description available to public.
		2.4	Respond to questions from potential bidders and other parties.
		2.5	Submit livestock for sale by auction and call for opening bids.
3	Manage auction to maintain flow.	3.1	Monitor bids and maintain auction process to achieve reserve or best price for each lot, including bidding increments and maintaining bidding momentum.
		3.2	Manage bidding process, according to legislative requirements.
		3.3	Exercise trial close strategy for each lot.
4	Complete auction.	4.1	Signify close of auction for each lot using appropriate methods.
		4.2	Knock down livestock lot to successful bidder once reserve price has been met and all other bids exhausted.
		4.3	Record sale details to maintain sales register and National Livestock Identification System (NLIS) details.
		4.4	Pass in livestock lot when reserve price is not met and all bids exhausted.

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4.5 Deliver records of auction transactions to agency to support timely preparation of financial records and completion of livestock sale.

4.6 Obtain feedback on conduct and outcome of auction.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to CPPDSM4039A Conduct livestock sale by auction.

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

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Assessment Requirements for CPPREP4508 Conduct livestock auction

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to CPPDSM4039A Conduct livestock sale by auction.

Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must:

- call one auction, including:
  - opening
  - managing bids
  - closing
- prepare two reports for the following auction scenarios:
  - livestock passed in
  - livestock sold
- develop a report assessing personal performance for the auction conducted; the report must identify personal strengths and opportunities for improvement.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- auctioneer role, responsibilities and risks
- reserve price:
  - definition
  - purpose
  - setting
- auction instructions and auction day procedures
- auction documentation
- auction aids and equipment
- staff required to support livestock auction
- preparation of auction area:

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  - access
  - identification of hazards
  - assessment of risks
  - implementation of risk controls
- auction process:
  - stating rules and conditions of auction according to state or territory legislation
  - calling for bids:
    - disruptive bidders
    - potential collusive bidding practices
    - disputed bidding
    - retracted bids
  - closing bids including:
    - final call
    - fall of hammer
    - closing script
  - confirming or renegotiating reserve with seller as appropriate
  - describing livestock condition
  - identifying key features of contract
  - knocking down or passing in livestock as appropriate
  - use vendor bidding as appropriate according to legislative requirements.
- capacity of bidders
- negotiation techniques
- legislation related to sale of livestock by auction in the state or territory of operation
- penalties for breach of auction legislation
- risks to clients, agency and self from auction activities
- ethical practice in auctioneering including:
  - communication
  - neutrality in the auction process
  - ethical management of the bidding process
- livestock:
  - breed, age, sex, condition, classes, weights, pregnancy status
- sale price and conditions:
  - price per head
  - price per kilo dress weight
  - price per kilo live weight
  - sale to abattoir
  - live export
  - feedlots
- livestock transportation
- livestock welfare

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- assessment of livestock
- quarantine
- curfews
- prescribed documentation in state or territory of operation including National Livestock Identification System (NLIS) and National Vendor Declaration (NVD)
- risks and risk management strategies associated with preparing for sale of livestock
- agency livestock records and processes to update details
- communication strategies for responding to client complaints.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- auction scenarios, auction advice, auction plan
- auction catalogue and description of livestock
- bidders for livestock
- sources of information about livestock condition and ownership
- sources of information on NLIS, NVD
- legislation relating to sale of livestock by auction in the state or territory of operation.

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

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CPPREP4509 Auction goods, chattels or equipment

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to CPPDSM4038A Conduct goods, chattels or equipment clearing sale or auction.

Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to prepare and conduct an auction of goods, chattels or equipment, including a clearing sale.

It includes preparing, conducting and completing the auction or clearing sale.

This unit applies to industry professionals in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	Prepare for auction.	1.1	Prepare auction and sale documentation according to agency practice and legislative requirements.
		1.2	Prepare and communicate instructions to assisting professionals and ensure auction documentation is available prior to auction date.

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		1.3	Prepare inventory of reserve and non-reserve items, including pricing requirements, according to agency practice.
		1.4	Establish and document ownership of goods, chattels and equipment to be sold to enable clear title to be passed to buyers according to agency practice and legislative requirements.
		1.5	Present goods, chattels and equipment to public using marketing materials agreed by seller to create product image.
		1.6	Book and confirm staff and resources for auction day.
2	Implement auction day processes.	2.1	Confirm suitability of auction site and display of required auction advice and documentation according to legislative requirements.
		2.2	Confirm suitability and operation of auction equipment.
		2.3	Implement bidder security systems to eliminate theft and non-payment.
		2.4	Confirm availability and suitability of auction documentation, including instructions, authorities, contracts, reserve price and vendor bids.
		2.5	Confirm number of registered bidders, online bidding and bidding by authority.
		2.6	Confirm staff are available to support the auction.
		2.7	Present pre-auction offers from buyers to seller.
3	Open auction.	3.1	Read out terms and conditions of sale according to legislative requirements.
		3.2	Describe goods, chattels and equipment, consistent with description available to public.
		3.3	Respond to questions from potential bidders and other parties.
		3.4	Submit goods, chattels and equipment for sale to solicit

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			bids.
4	Manage auction to maintain flow.	4.1	Monitor bids and maintain auction process to achieve reserve or best price for each lot.
		4.2	Manage bidding process according to legislative requirements.
		4.3	Exercise trial close strategy for each lot.
5	Complete auction.	5.1	Signify close of auction for each lot using appropriate methods.
		5.2	Knock down lot to successful bidder once reserve price has been met and all other bids exhausted.
		5.3	Record sale details, including purchase name, immediately and accurately to maintain sales register.
		5.4	Pass in lot when reserve price is not met and all bids exhausted.
		5.5	Deliver records of auction transactions to agency to support timely preparation of financial records and completion of sale.
		5.6	Obtain feedback on conduct and outcome of auction.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to CPPDSM4038A Conduct goods, chattels or equipment clearing sale or auction.

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

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Assessment Requirements for CPPREP4509 Auction goods, chattels or equipment

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to CPPDSM4038A Conduct goods, chattels or equipment clearing sale or auction.

Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must:

- call one auction, including:
  - opening
  - managing bids
  - closing
- prepare two reports for the following auction scenarios:
  - passed in
  - sold
- develop a report assessing personal performance for the auction conducted; the report must identify personal strengths and opportunities for improvement.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- auctioneer role, responsibilities and risks
- reserve price:
  - definition
  - purpose
  - setting
- auction instructions and auction day procedures
- auction documentation
- auction aids and equipment
- staff required to support auction
- preparation of auction area:

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    - access
    - identification of hazards
    - assessment of risks
    - implementation of risk controls
- auction process:
    - stating rules and conditions of auction according to legislative requirements
    - calling for bids including:
        - disruptive bidders
        - potential collusive bidding practices
        - disputed bidding
        - retracting bids
    - closing bids including:
        - final call
        - fall of hammer
        - closing script
    - confirming or renegotiating reserve with seller as appropriate
    - describing lot condition
    - identifying salient features of contract
    - knocking down or passing in lot as appropriate
    - using vendor bidding as appropriate according to state or territory legislation
- capacity of bidders
- negotiation techniques
- legislation related to sale of goods, chattels or equipment by auction in the state or territory of operation
- penalties for breach of auction legislation
- risks to the general public, clients, agency and self from auction activities
- ethical practice in auctioneering:
    - communication
    - neutrality in the auction process
    - ethical management of the bidding process
- agency sales records relating to the sale of goods, chattels and equipment and processes to update details
- goods, chattels and equipment for different types of property
- security measures
- communication strategies for responding to client complaints.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

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Assessors are responsible for ensuring that the person demonstrating competency has access to:

- auction scenarios, auction advice, auction plan
- auction catalogue and description of goods, chattels or equipment
- bidders for goods, chattels or equipment
- sources of information about goods, chattels or equipment condition and ownership
- legislation relating to sale of goods, chattels or equipment by auction in the state or territory of operation.

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

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CPPREP4510 Manage short-term or holiday letting

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Application

This unit specifies the skills and knowledge required to manage short-term or holiday letting where a residential tenancy agreement is not required.

It includes managing bookings, maintaining premises and processing funds for deposit, accommodation, cancellations and miscellaneous charges, with a focus on providing professional guest service and satisfaction.

This unit applies to industry professionals in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	Market property for short-term letting.	1.1	Identify and document property features.
		1.2	Identify and document rates for short-term letting based on seasonal factors, minimum stay and owner instructions.
		1.3	Prepare marketing and communication materials based on property features and owner instructions.

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		1.4	Confirm property marketing plan with owner, including budget, fees and charges.
		1.5	Implement property marketing activities.
		1.6	Monitor effectiveness of property marketing activities and communicate recommendations for changes to marketing plan to owner.
2	Manage bookings.	2.1	Coordinate bookings via all booking platforms and record in booking system.
		2.2	Identify and resolve conflict of booking dates or double bookings.
		2.3	Manage deposits and provide cancellation and refund information.
		2.4	Provide accurate information to potential guests about property features, facilities and local area.
3	Manage guest stay.	3.1	Manage reception, check in, property access and support services.
		3.2	Manage guest payments.
		3.3	Receive and respond to special requests from guests.
		3.4	Manage housekeeping services, cleaning and inventory maintenance.
		3.5	Manage resolution of complaints and guest dissatisfaction.
		3.6	Follow check out procedures.
		3.7	Survey guest experience.
		3.8	Monitor and respond to guest comments and feedback on property.
4	Manage property condition.	4.1	Conduct and record property inspection.
		4.2	Respond to issues with property condition arising from

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			guest stay.
		4.3	Identify and document repairs required to property.
		4.4	Communicate repair requirements with owner and obtain instructions.
		4.5	Organise and manage repairs based on owner instructions, quotes obtained and specified standards.
5	Provide property reports.	5.1	Produce reports for owner including occupancy/vacancy rates, income and expenses.
		5.2	Identify opportunities for improvements to property or marketing to achieve optimum occupancy rates.
		5.3	Communicate reports, including opportunities for improvement, to owner and take instructions for additional agency services.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

New unit of competency.

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

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Assessment Requirements for CPPREP4510 Manage short-term or holiday letting

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Performance Evidence

To demonstrate competency in this unit, a person must manage short-term and holiday letting of two properties.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- state or territory legislation and local government regulations relevant to the holiday letting of residential property
- roles and responsibilities of agency and of owner in providing property for holiday letting
- seasonal factors effecting property availability, occupancy and rates
- processes to:
  - market property
  - confirm bookings with guests
  - confirm deposit and payment terms and conditions including cancellations and refunds
  - check in and check out guests
  - coordinate property inspections, housekeeping and inventory maintenance
  - respond to guest feedback, including via online forums
  - report to owner about property occupancy and finances
- letting documentation
- staff or contractors required to support housekeeping and inventory maintenance
- ethical practice, including disclosure of property features
- property security features
- communication strategies for responding to client complaints.

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Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- agreements between owner and agency for property short-term letting including agreed rates
- details of property for short-term letting including property features
- marketing and communication strategies for short-term property letting
- agency forms, procedures and documents for preparing reports about short-term letting performance
- legislation relating to short-term letting of residential property in the state or territory of operation.

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

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CPPREP5001 Manage compliance in the property industry

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM5009 Coordinate risk management systems in the property industry.

Updated to meet industry currency.

Application

This unit specifies the skills and knowledge required to analyse, develop, implement, manage and evaluate compliance in the property industry.

The unit applies to industry professionals in property.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Determine compliance management requirements.	1.1 Identify all jurisdictional legislation, regulations, codes of conduct and ethics to which the agency must comply. 1.2 Analyse and document the requirements for the agency to meet compliance needs. 1.3 Conduct risk analysis for compliance and best practice to determine risk ratings and risk mitigation. 1.4 Determine and plan risk mitigation strategies through

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	development of policies, procedures, work instructions, management and supervisory structures.
2. Develop and risk control strategies that manage compliance.	2.1 Develop strategies and associated policies, procedures and structures to support agency compliance. 2.2 Develop processes and controls to maintain records that demonstrate compliance and best practice. 2.3 Develop management structure and risk control strategies for monitoring and reviewing all compliance and best practice activities.
3. Manage compliance systems.	3.1 Clearly communicate to staff the best practice requirements for the agency. 3.2 Facilitate continuous monitoring, reviewing and adjustment of agency compliance practices. 3.3 Prepare periodic compliance reports to present a clear overview of compliance and agency best practice.
4. Evaluate compliance systems.	4.1 Analyse and review periodic compliance reports to evaluate agency overall compliance and best practice. 4.2 Use evaluation data to determine, document and implement improvements to improve compliance systems.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- reading skills to interpret workplace documentation
- writing skills to accurately record information
- interpersonal and communication skills to collaborate with colleagues
- planning and organisational skills to set goals and evaluate options to inform decision making.

Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to CPPDSM5009 Coordinate risk management systems in the property industry.

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Links

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Assessment Requirements for CPPREP5001 Manage compliance in the property industry

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM5009 Coordinate risk management systems in the property industry.

Updated to meet industry currency.

Performance Evidence

To demonstrate competency in this unit, a person must document a strategy to manage compliance in an agency by:

- analysing and determining compliance management for:
  - a minimum of two legislative requirements
  - two internal areas of best practice
- developing and implementing risk control strategies to manage compliance for each of the above legislative requirements and areas of best practice
- communicating ethics, standards, culture, compliance and best practice requirements to agency staff on two separate occasions
- managing the effectiveness and evaluation of compliance systems on two separate occasions, including continuous monitoring, reviewing and adjustment of agency and department compliance practices.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- Commonwealth and state or territory legislation and regulations relating to compliance in real estate
- property industry codes of conduct and ethics
- agency policies, procedures and standards
- industry and agency best practice and quality standards
- methods and tools for recording and reporting on compliance
- range of analysis techniques to interpret operational and feedback data relating to compliance

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- compliance requirements relating to trust accounts
- processes for:
  - identifying financial, strategic, personal and reputational risks in the property industry
  - identifying risks to achieving best practice in the property industry
  - analysing and rating identified risks in terms of likelihood and consequences
  - preparing risk controls and risk mitigation strategies
  - incorporating risk controls and risk mitigation strategies in policies, procedures and business strategies in the property industry
- management and communication techniques for leading, mentoring and motivating teams in the property industry.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- materials and equipment meeting the operational requirements for a property agency:
  - business plans, strategies, policies and procedures relating to property industry compliance
  - records relating to all aspects of property industry compliance
  - position descriptions for employees, including detailed roles and responsibilities
  - legislation in the state or territory of operation relating to compliance
  - equipment required to prepare documentation and to manage processes and teams in a property agency.

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

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CPPREP5002 Establish and monitor property industry trust account management practices

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Application

This unit specifies the skills and knowledge required to establish and monitor management practices for property industry trust accounts.

It includes accessing, reading and interpreting regulatory controls for trust accounts in a property agency practice and establishing, monitoring and reviewing the application of agency controls for opening, operating, monitoring and closing trust accounts, including delegation of authority, security and data management.

The unit also includes the skills and knowledge to identify and control fraudulent practices that impact the trust account.

The unit applies to industry professionals in the property industry in control of an agency.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	Interpret regulations for property agency trust accounts.	1.1	Identify property industry operations for which trust accounts are required.
		1.2	Interpret relevant legislation regulating property agency trust accounts.

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		1.3	Identify and analyse suitable systems for property agency trust accounts to meet legislative requirements.
		1.4	Identify and outline legislative requirements for opening and closing trust accounts.
2	Develop risk management plans.	2.1	Identify and record risks associated with the operation of real estate trust accounts.
		2.2	Develop strategies to monitor and control risks associated with operating a trust account.
		2.3	Develop plan to evaluate effectiveness of controls.
		2.4	Identify and plan controls for fraudulent activities associated with real estate trust accounts.
3	Implement systems to control property agency trust accounts.	3.1	Establish systems, policies, procedures, checklists and controls for property agency trust accounts.
		3.2	Establish documented systems for authorisation and delegation of trust account responsibilities according to legislative requirements.
		3.3	Ensure trust account procedures and protocols are communicated to, and applied by, agency staff.
		3.4	Apply recognised bookkeeping principles to trust account management.
		3.5	Establish internal and external audit schedule.
		3.6	Review controls and security arrangements for trust accounts.
4	Authorise and verify trust accounts.	4.1	Verify periodic reconciliation of compliance with legislative requirements.
		4.2	4.2 Maintain records for convenience and proper auditing.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- technology skills to appraise computerised trust account systems and access information via the internet and databases within agency records management systems
- numeracy skills to calculate and confirm accuracy of trust account transactions, balances, reconciliations and records.

Unit Mapping Information

No equivalent unit.

New unit of competency.

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

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Assessment Requirements for CPPREP5002 Establish and monitor property industry trust account management practices

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Performance Evidence

To demonstrate competency in this unit, a person must research, develop, implement and document strategies to manage compliance of trust accounts including:

- research and analyse legislation and risks associated with property industry trust accounts.
- develop, implement and document a management plan to address risks associated with trust accounts
- develop, implement and document systems to establish, monitor and review trust account controls
- review one periodic reconciliation statement where the documentation falls short of procedural and legislative requirements and prepare a written report detailing:
  - each shortfall
  - relevant legislative requirement/s applying to each shortfall
  - how each shortfall should be remedied prior to the reconciliation statement being signed off.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- purpose and types of property industry trust accounts
- legislative and regulatory framework for real estate trust accounts in the state or territory of operation
- fiduciary duties and responsibilities for trust account management and associated legal compliance requirements
- risk management principles and application to property industry trust accounts including instances where account is overdrawn, compromised or discrepancies are identified.
- agency procedures to control integrity, security, confidentiality and privacy of trust accounts:
  - for both electronic and manual trust accounting systems

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    - protocols for authorisation of trust account transactions and delegation of authority
    - account reconciliations and balances
    - internal and external audit schedules
    - procedures for access to trust account system
- recognised bookkeeping practices
- actions required when a trust account is overdrawn, compromised or a discrepancy is identified
- maintenance and retention of records for agency trust accounts, including data backup
- processes to open, close and amend property agency trust accounts.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- real estate trust account systems applicable to property agency transactions
- procedures and policies for property agency trust accounts
- legislation and standards applying to property agency trust accounts and transactions in the state or territory of operation.

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

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CPPREP5003 Manage ethical practice in the property industry

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Application

This unit specifies the skills and knowledge required to implement and manage ethical practice systems in a property agency.

The unit applies to industry professionals in the property industry.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Determine ethical practice management requirements.	1.1 Identify legislation, codes and principles relating to ethical practice in a property agency and their impact. 1.2 Analyse and record ethical practice in interactions with clients. 1.3 Conduct risk analysis of ethical practice requirements to determine risk ratings.
2. Implement risk control strategies.	2.1 Plan and implement policies, procedures, structures and risk mitigation strategies that enable an ethical practice culture. 2.2 Implement processes to address breaches of ethical

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	practice. 2.3 Implement management structures to monitor ethical practice throughout the agency.
3. Monitor ethical practice.	3.1 Communicate clearly to staff, ethical best practice and consequences of unethical practice. 3.2 Facilitate continuous monitoring, reviewing and adjustment of agency ethical practice. 3.3 Collect and distribute information about ethical practice, breaches and impact on clients.
4. Evaluate ethical practice systems.	4.1 Analyse information about ethical practice and ethical breaches to evaluate agency achievement of ethical best practice. 4.2 Use evaluation data to implement improvements to ethical best practice within the agency.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

New unit of competency.

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

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Assessment Requirements for CPPREP5003 Manage ethical practice in the property industry

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Performance Evidence

To demonstrate competency in this unit, a person must manage, monitor and evaluate ethical practices in a property agency. The person must analyse, determine and evaluate ethical practice management systems, including reporting processes, for a minimum of two areas of ethical best practice.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- impact of Commonwealth and state or territory legislation and regulations relating to ethical practice in the property industry
- property industry codes and principles of ethical practice
- property agency policies, procedures and standards
- industry best practice and quality standards
- methods and tools for recording and reporting on ethical practice in the property industry
- range of analysis techniques to interpret operational and feedback data relating to ethical practice
- processes for:
  - identifying personal and agency reputational risks in the property industry
  - identifying risks to achieving ethical best practice in the property industry
  - analysing and rating identified risks in terms of likelihood and consequences
  - preparing risk control and risk mitigation strategies
  - incorporating risk control and risk mitigation strategies into policies, procedures and business strategies in the property industry
- management and communication techniques for leading, mentoring and motivating teams in the property industry.
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Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- materials and equipment meeting the operational requirements for a property agency:
- policies, procedures and documentation relating to ethical practice in a property agency
- legislation in the state or territory of operation relating to ethical practice in the property industry
- equipment, communication and data access and storage technology required to prepare documentation and maintain records.

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

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CPPREP5004 Manage a safe workplace in the property industry

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to CPPDSM5018 Ensure a safe workplace in the property industry.

Updated to meet industry currency.

Application

This unit of competency specifies the skills and knowledge required to establish, maintain and evaluate a work health and safety (WHS) management system in the property industry.

The unit applies to industry professionals in the property industry.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

1. Maintain WHS system.	1.1 Implement relevant WHS legislation in the workplace. 1.2 Develop and record a WHS management system for the agency. 1.3 Define roles and responsibilities for workplace personnel in WHS policies, procedures and programs. 1.4 Allocate financial and human resources for the operation of the WHS management system.
2. Implement WHS participative	2.1 Establish, implement and report on consultative processes according to WHS legislation.

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arrangements.	2.2 Resolve issues arising from participation and consultation according to workplace processes. 2.3 Collect and provide workplace safety information to staff according to participative arrangements. 2.4 Explain the WHS management system, its operational procedures and responsibilities to all staff members.
3. Implement risk control processes.	3.1 Implement procedures for the identification and assessment of hazards and risks, and of risk controls. 3.2 Implement procedures for the development and implementation of risk controls.
4. Review WHS management system.	4.1 Implement WHS record keeping system to identify patterns of occupational injury. 4.2 Analyse the WHS management system and implement improvements to achieve agency WHS objectives. 4.3 Assess compliance of the organisational WHS management system with WHS legislative framework and make adjustments as required.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to CPPDSM5018 Ensure a safe workplace in the property industry.

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

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Assessment Requirements for CPPREP5004 Manage a safe workplace in the property industry

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to CPPDSM5018 Ensure a safe workplace in the property industry.

Updated to meet industry currency.

Performance Evidence

To demonstrate competency in this unit, a person must develop, implement and review a work health and safety (WHS) strategy in a property agency by.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- Commonwealth and state or territory legislation, and local government regulations related to managing a safe workplace in the property industry
- processes and content of WHS management systems in the property industry
- workforce characteristics and how they impact on the design and maintenance of WHS management systems
- hierarchy of control, that is, the preferred order of risk control measures from the most preferred to the least preferred:
  - eliminate hazards
  - substitute a hazard with something safer, isolate the hazard, reduce the risk through engineering controls
  - reduce hazard exposure using administrative actions, use personal protective equipment
- principles and practices of effective WHS management in a small, medium or large business
- principles and techniques associated with modelling safe work practices, hazard identification and risk management.

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Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- materials and equipment meeting the operational requirements for a property agency, including:
  - business plans, strategies, policies, procedures and forms relating to WHS
  - comprehensive WHS information relating to the property industry
  - position descriptions for all employees, including detailed roles and responsibilities
  - equipment, communication and data access and storage technology required to develop, implement and review a WHS strategy in the property industry.

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

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CPPREP5005 Manage teams in the property industry

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Application

This unit specifies the skills and knowledge required to manage and evaluate agency teams in the property industry.

The unit applies to industry professionals in the property industry.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Determine team requirements.	1.1 Analyse and record requirements for teams in a property agency. 1.2 Develop and record key performance indicators (KPIs) for teams which incorporate agency objectives, targets and are consistent with business strategies. 1.3 Determine and develop role and responsibility descriptions for each team member. 1.4 Determine structure of and develop plans for each team. 1.5 Allocate resources to support attainment of team and agency

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	KPIs.
2. Implement strategies to manage teams.	2.1 Communicate agency standards, culture and business expectations to teams. 2.2 Communicate agency team targets and roles to agency staff. 2.3 Establish and maintain communication within and between teams. 2.4 Promote balanced participation of team members in discussions and activities. 2.5 Negotiate work roles of team members to balance team goals, job requirements and team members' individual difference.
3. Manage team performance.	3.1 Implement strategies to provide training, coaching and mentoring for team members. 3.2 Implement strategies to address team or individual performance issues and provide constructive feedback. 3.3 Implement strategies to monitor conduct of teams according to legal requirements and agency policy. 3.4 Implement conflict resolution processes to support team effectiveness. 3.5 Review team member's performance and use results in planning individual professional development. 3.6 Manage and review allocation resources to support attainment of targets and KPIs.
4. Evaluate team performance.	4.1 Collect, record and use qualitative and quantitative data to evaluate achievement of KPIs. 4.2 Use evaluation data to determine, record and implement improvements to maximise achievement of KPIs.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

New unit of competency.

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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

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Assessment Requirements for CPPREP5005 Manage teams in the property industry

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Performance Evidence

To demonstrate competency in this unit, a person must identify and implement a range of strategies to manage at least two different types of departmental teams in a property agency.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- Commonwealth and state or territory legislation and local government regulations related to property agency operations
- agency policies and procedures
- agency quality standards
- range of analysis techniques to interpret operational and feedback data
- dynamics of effective teams
- management and communication techniques for leading, mentoring and motivating teams in the property industry
- processes for:
  - analysing, determining and documenting:
    - requirements for teams in real estate
    - key performance indicators (KPIs)
    - analysing, determining and documenting strategies for agency teams
  - establishing teams in the property industry
  - promoting effectiveness of teams in the property industry
  - directing teams in the property industry
- managing and evaluating performance of teams in the property industry.

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Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- materials and equipment meeting the operational needs of an agency, including:
  - business plans, strategies, policies and procedures, forms and records
  - databases with records relating to team activities
  - position descriptions for employees, including detailed roles and responsibilities
  - equipment required to manage teams in a property agency.

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

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CPPREP5006 Manage operational finances in the property industry

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Application

This unit specifies the skills and knowledge required to manage and evaluate agency operational finances in the property industry.

The unit applies to industry professionals in the property industry.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Determine financial management requirements.	1.1 Conduct risk analyses according to legislative requirements. 1.2 Analyse and record processes for managing budgets, financial control systems and management requirements for the agency and departments. 1.2 Analyse the standard financial records, reports and break-even analyses to develop key performance indicators (KPIs). 1.3 Allocate resources to support attainment of department and agency KPIs.

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	1.4 Interpret requirements and schedules for conducting financial reconciliations and producing formal reports for internal and external purposes. 1.5 Determine legislative responsibilities and best practice of financial systems.
2. Develop and implement strategies to manage operational finances.	2.1 Design and implement strategies to establish and maintain link between individuals responsible for budgets and individuals operating financial control systems. 2.2 Develop and implement financial controls and processes for preparation of valid records and reports. 2.3 Implement strategies and adjust KPIs to ensure ongoing and accurate projections of income, expenditure and cash flow.
3. Manage operational finance systems.	3.1 Communicate to agency staff the standards, culture and business KPIs relating to financial management in the agency. 3.2 Facilitate monitoring, reviewing and adjustment of agency and department financial practices. 3.3 Manage and review allocation of resources. 3.4 Manage the collation of periodic financial reports to provide a financial overview of the agency.
4. Evaluate operational finance systems.	4.1 Analyse periodic financial reports and use data to evaluate achievement of KPIs. 4.2 Use evaluation data to determine, record and implement improvements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- reading skills to interpret workplace documentation
- writing skills to accurately record information
- interpersonal and communication skills to collaborate with colleagues
- planning and organisational skills to set goals and evaluate options to inform decision making.

Unit Mapping Information

No equivalent unit.

New unit of competency.

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Links

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Assessment Requirements for CPPREP5006 Manage operational finances in the property industry

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Performance Evidence

To demonstrate competency in this unit, a person must develop, implement and evaluate a plan to manage the operational finances in a property agency.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- Commonwealth and state or territory legislation and local government regulations related to operational finances in the property industry
- legislative responsibilities related to operational finances in real estate:
  - Business Activity Reports
  - superannuation
  - taxation returns
  - records retention periods
  - reporting protocols
  - salaries and commissions
- agency policies, procedures and standards
- agency quality standards
- account-keeping practices
- methods and tools for recording and reporting on operational finances
- commission payment structures in the property industry
- range of analysis techniques to interpret operational and feedback data
- use of financial controls and reports in operational finances in real estate:
  - cash flow projections and forecasts
  - profit and loss reports
  - balance sheets (assets and liabilities)
  - break-even analyses

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  - fixed costs and variable costs analyses
  - budgets
  - cost controls
  - reconciliation reports
  - use of profit centres
  - financial key performance indicators (KPIs)
  - capital interest costs
  - opportunity costs
- processes for:
  - managing risk
  - analysing, determining and documenting financial strategies for agency departments for inclusion in business planning
  - establishing financial control roles in the property industry
  - directing financial controls in the property industry
  - managing and evaluating financial performance in the property industry.
  -

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to materials and equipment meeting the operational requirements of a property agency, including:

- business plans, strategies, policies and procedures, forms and records
- financial records to enable realistic analysis and planning
- position descriptions for employees, including detailed roles and responsibilities
- equipment required to prepare documentation and to manage processes and teams in a property agency.

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

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CPPREP5007 Develop a strategic business plan in the property industry

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to CPPDSM5012A Develop a strategic business plan in the real estate industry.

Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to develop a business strategy to position the property agency in the property market.

It includes identifying and analysing business opportunities and potential demand for agency services, and establishing business goals and objectives.

The unit applies to industry professionals in the property industry.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Analyse business opportunities in the property market.	1.1 Analyse sources of information about the property market and business environment to determine both immediate and ongoing business opportunities. 1.2 Complete cost–benefit analysis of property information to

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	determine the viability of opportunities.
2. Prepare for potential demand for agency services.	2.1 Analyse available information to develop agency property market profile. 2.2 Estimate demand for agency services and develop potential client profile. 2.3 Determine resources to service projected demand and include in an overall cost–benefit analysis. 2.4 Establish agency marketing positioning strategy. 2.5 Document range of services to be provided with associated service fees and charges.
3. Establish business goals and objectives.	3.1 Determine business goals and identify activities to achieve projected share of the property market. 3.2 Conduct break-even analysis of short- and long-term agency viability to ensure cash flow. 3.3 Determine performance benchmarks.
4. Review business strategies.	4.1 Develop strategic directions within the business plan. 4.2 Use agency business plan to evaluate agency business performance.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to CPPDSM5012A Develop a strategic business plan in the real estate industry.

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

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Assessment Requirements for CPPREP5007 Develop a strategic business plan in the property industry

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to CPPDSM5012A Develop a strategic business plan in the real estate industry.

Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must develop and evaluate a three-year strategic business plan for a property agency.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- Commonwealth and state or territory legislation and local government regulations impacting on agency business planning
- reasons for, and benefits of, business planning
- ethical considerations in property agency business planning
- sources of information about the property market and business environment
- processes for:
  - collating and analysing information about the property market and business environment
  - determining the financial viability of opportunities
  - conducting and applying break-even analyses
  - estimating demand for services in:
    - property management
    - property sales
    - other services
  - developing and establishing agency marketing positioning strategies
  - developing strategic directions
  - preparing and documenting business plans
- determining and setting business goals and objectives:

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    - goals, objectives, plans, systems and processes
    - short-, medium- and long-term goals
    - client needs and marketing projections
    - proposed size and scale of the business
    - market focus of the business
- types of business planning:
    - feasibility studies
    - strategic
    - operational
    - financial planning
- content of business plans:
    - assumptions underlying the business plan
    - details of ownership and management
    - financial plan
    - organisational and operational arrangements
    - business opportunities
    - proposed size and scale of the agency
    - resources required and available
    - sources of funding
    - specialist services and sources of advice that may be required
    - staffing
    - market focus and marketing of the agency
- stages in business development
- principles of risk management relevant to business planning.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to materials and equipment meeting the operational requirements for a property agency, including:

- geographic location and detailed description of the property agency
- comprehensive property market and business environment information relating to the property agency
- comprehensive strategies, policies, procedures, forms and records
- equipment, communication and data access and storage technology required to develop a strategic business plan in the property industry.

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CPPREP5008 Market the property agency

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to CPPDSM5032A Market the agency.

Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to research, develop and implement a marketing strategy to market the agency in the property industry.

It does **not** include marketing required for individual properties.

The unit applies to industry professionals in the property industry.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Undertake property industry market research.	1.1 Develop market research methods to create a database for analysis of agency property markets. 1.2 Undertake property market research.
2. Develop property agency marketing strategy.	2.1 Analyse the agency's business plan, the needs of existing clients and future business opportunities. 2.2 Analyse the strengths and weaknesses of competitors and

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	identify opportunities for competitive advantage. 2.3 Prepare marketing approaches to position the agency and minimise adverse effects of direct competition. 2.4 Develop agency marketing strategy and targets. 2.5 Develop corporate image and mission statement to promote positive public recognition of the agency and its services.
3. Implement agency marketing strategy.	3.1 Promote agency services to maximise competitive advantage and profitability. 3.2 Use resources to support implementation of marketing strategy. 3.3 Brief staff on marketing strategy and support them to action the strategy as required.
4. Review and adjust marketing strategy.	4.1 Monitor and review marketing activities and agency marketing strategy against targets. 4.2 Collect and analyse feedback on outcomes of marketing activities. 4.3 Assess costs and effectiveness of marketing activities to identify opportunities for improvements. 4.4 Use evaluation data to review and modify marketing strategy.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to CPPDSM5032A Market the agency.

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

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Assessment Requirements for CPPREP5008 Market the property agency

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to CPPDSM5032A Market the agency.

Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must develop, implement and review one marketing plan for a property agency.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- Commonwealth and state or territory legislation, and local government regulations relating to real estate agency marketing
- ethical considerations in marketing property agencies
- features of agency marketing strategies:
  - factors influencing choice of marketing strategy for agency
  - market opportunities
  - market research methods
- marketing activities and materials:
  - direct marketing
  - business-to-business marketing
  - networking
  - target markets
  - online and social media marketing
- aims of agency marketing strategies:
  - service range and mix
  - creating a ‘point of difference’ for the property agency
  - presentation and display of services
  - promotion and advertising
- processes for:

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- developing, documenting, implementing and reviewing marketing of a property agency
- developing and documenting research methods for use in property
- analysing business requirements for marketing an agency
- assessing and documenting the strength and weaknesses of competitors
- conducting cost–benefit analyses services
- collecting and analysis of feedback.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to materials and equipment meeting the operational requirements for a property agency, including:

- geographic location and detailed description of the property agency
- comprehensive business plans, strategies, policies, procedures, forms and records
- position descriptions for all employees including detailed roles and responsibilities
- equipment, communication and data access and storage technology required for marketing a property agency.

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

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CPPREP5009 Develop a marketing and service strategy in real estate

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to CPPDSM5014A Develop property marketing and sales strategy.

Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to develop a real estate marketing and service strategy for an agency.

It does **not** include marketing required for individual properties.

The unit applies to industry professionals in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Analyse information for marketing and service strategy.	1.1 Collate and analyse sources of real estate marketing information. 1.2 Determine marketing and service aims and objectives. 1.3 Analyse characteristics of client base and target markets. 1.4 Evaluate viability of marketing and service opportunities

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	and contribution to achieving agency goals and objectives.
2. Create marketing and service strategy.	2.1 Develop and select marketing and service methods and activities to ensure maximum impact. 2.2 Obtain staff and resources for marketing and service strategy. 2.3 Develop marketing and service strategy materials within budget and timeframes.
3. Report on marketing and service activities.	3.1 Analyse marketing and service activity outcomes against strategy aims and objectives. 3.2 Use review findings to adjust strategy and provide recommendations for future marketing and service initiatives.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to CPPDSM5014A Develop property marketing and sales strategy.

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

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Assessment Requirements for CPPREP5009 Develop a marketing and service strategy in real estate

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to CPPDSM5014A Develop property marketing and sales strategy.

Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must develop, evaluate and report on a property marketing and service strategy for one target market.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- Commonwealth and state or territory legislation and local government regulations related to marketing and service strategies of real estate agencies
- ethical considerations in real estate agency marketing and service strategy planning
- sources of property marketing information
- processes for:
  - determining and evaluating characteristics of client base and target markets using available data and recognised research techniques
  - analysing marketing and service opportunities
  - determining and analysing marketing and service requirements
  - developing marketing and service objectives and approaches
  - gathering and analysing feedback on marketing and service strategy outcomes
- aspects of market competitors relating to marketing and service strategies of real estate agencies
- market conditions and forces relating to marketing and service strategies of real estate agencies
- marketing and service principles and practices relating to marketing and service strategies of real estate agencies.

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Assessment Conditions

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- comprehensive property market information relating to the real estate agency
- equipment, communication and data access and storage technology required for developing a marketing and service strategy in real estate.
- materials and equipment meeting the operational requirements of a real estate agency, including:
  - geographic location and detailed description of the real estate agency
  - comprehensive property market information relating to the real estate agency
  - real estate agency business plans, strategies, policies, procedures and forms
  - position descriptions for all employees, including detailed roles and responsibilities
  - equipment, communication and data access and storage technology required for developing a marketing and service strategy in real estate.

Links

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CPPREP5010 Manage customer service activities in the property industry

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM5006 Coordinate customer service activities in the property industry and CPPDSM5020A Manage and monitor effective client service in the real estate industry.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to analyse, manage and evaluate customer service activities in the property industry.

The unit applies to industry professionals in the property industry.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Determine requirements for customer service systems.	1.1 Conduct risk analyses according to legislative requirements. 1.2 Analyse and record management requirements for customer service systems in the property industry. 1.2 Analyse and record compliance requirements and best practice for customer service systems in the property industry.

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	1.3 Determine and record the roles, responsibilities and processes for managing customer service systems. 1.4 Determine service targets and develop key performance indicators.
2. Manage customer service and complaints resolution systems.	2.1 Develop and maintain effective customer service strategies. 2.2 Develop and record resolution processes for complaints relating to service provision. 2.3 Adjust performance standards to ensure effective customer service.
3. Manage customer service performance.	3.1 Communicate to staff the ethics, culture and performance standards for customer service. 3.2 Facilitate monitoring, reviewing and adjustment of customer service practices. 3.3 Provide regular feedback on achievement or non-achievement of customer service standards. 3.4 Encourage staff to provide feedback on customer service. 3.5 Manage coaching, training and mentoring to assist with changing needs and customer service issues.
4. Manage evaluation of customer service systems.	4.1 Analyse and use customer service feedback to evaluate achievement against performance standards. 4.2 Use evaluation data to implement improvements in customer service.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to:

- CPPDSM5006 Coordinate customer service activities in the property industry
- CPPDSM5020A Manage and monitor effective client service in the real estate industry.

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Links

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Assessment Requirements for CPPREP5010 Manage customer service activities in the property industry

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM5006 Coordinate customer service activities in the property industry and CPPDSM5020A Manage and monitor effective client service in the real estate industry.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must evaluate and provide feedback on the performance of two employees who are employed in the area of customer service.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- Commonwealth and state or territory legislation and local government regulations related to customer service in real estate
- organisational policies and procedures for dealing with clients
- organisational quality standards
- processes for:
  - risk management:
    - identification of hazards and assessment of risks relating to customer service in the property industry
    - analysis and rating of identified hazards and assessed risks in terms of likelihood and consequences
    - preparation of risk controls and risk mitigation strategies
  - analysing, determining, interpreting and documenting customer service system requirements in the property industry
  - managing and evaluating customer service performance in the property industry
  - complaint resolution strategies
- principles and techniques of client behaviour:
  - client relations
  - maintaining product and service quality

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  - problem identification and resolution
  - researching client needs
- range of analysis techniques to interpret customer service and feedback data
- management and communication techniques for leading, mentoring and motivating teams in the property industry.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to materials and equipment meeting the operational requirements relating to the property industry, including:

- business plans, strategies, policies, procedures, forms and records, including:
  - agenda and notes of staff meetings relating to customer service
  - feedback and complaints registers, including resolutions of complaints about customer services and results from analysis of feedback
- database/s including simulated sets of records of current and recent listings, sales reports and comprehensive sales data
- position descriptions for all employees, including detailed roles and responsibilities
- position description, including detailed roles and responsibilities for the role to be assumed by the person undergoing assessment
- role descriptions for people participating in role-play exercises
- simulated realistic internet and social media presence
- equipment required to develop, implement and coordinate customer service activities.

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

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CPPREP5201 Develop and maintain commercial property market intelligence

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Application

This unit specifies the skills and knowledge required to develop and maintain commercial property market intelligence to inform the sale or lease of commercial property. It includes gathering, analysing and documenting market intelligence.

The unit applies to industry professionals in the property industry.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Gather property knowledge.	1.1 Identify and record networking opportunities which support the development of commercial property intelligence. 1.2 Identify target markets for commercial property types and usage. 1.3 Identify market segmentations and sources of current and reliable market intelligence.
2. Analyse market	2.1 Analyse market information to determine trends and issues

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trends.	impacting commercial building types and their usage. 2.2 Analyse market information to determine trends and issues impacting building classifications and ratings. 2.3 Use agency networks to gather intelligence about factors impacting return on commercial property. 2.4 Identify and analyse key indicators of market conditions affecting commercial property.
3. Analyse market influences.	3.1 Analyse legislation affecting commercial property. 3.3 Use agency networks to gather and analyse intelligence about market influences affecting commercial property.
4. Prepare market analysis.	4.1 Prepare market intelligence in a format suitable for analysis. 4.2 Apply property market analysis to an identified property and identify strategies to apply to sale or lease of property. 4.3 Prepare report on market conditions affecting commercial property and return on investment.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

New unit of competency.

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

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Assessment Requirements for CPPREP5201 Develop and maintain commercial property market intelligence

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Performance Evidence

To demonstrate competency in this unit, a person must develop and maintain commercial property market intelligence by completing market analysis for two different commercial property market sectors which highlight factors affecting commercial property market conditions.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- agency documentation required to be maintained when developing commercial property market intelligence
- sources of current and reliable commercial property market intelligence
- factors that can impact commercial property return on investment
- factors that can impact the sale or lease of commercial property and strategies for addressing each:
  - land use, zoning and approvals
  - contractual arrangements
  - property attributes
- industry-specific factors that influence market conditions and the sale and lease of commercial property:
  - rates per square metre
  - investment yields
  - availability of supply and demand
  - incentives
  - local government planning changes, restrictions and proposals
- legislation relating to the sale or lease of commercial property in the state or territory of operation
- property market for:

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- commercial property
- industrial property
- retail property.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- materials and equipment meeting the operational requirements for a real estate agency:
- policies, procedures and documentation for developing and maintaining commercial property market intelligence
- legislation in the state or territory of operation relating to the commercial property market
- information management systems required to capture, maintain and recall market data
- information about commercial properties for sale and lease.

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

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CPPREP5311 Develop and maintain rural property market knowledge and intelligence

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is not equivalent to CPPDSM4037A Conduct auction of rural property, CPPDSM4073A Provide rural property management services and CPPDSM4081A Work in the stock and station agency sector.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to develop and maintain the underpinning knowledge and skills required to sell or lease rural property and to provide advice on the rural property market.

It includes analysis of property market indicators and trends, factors affecting the value of rural property and identification of strategies that assist in maintaining rural property market knowledge.

This unit applies to people currently working in or seeking to work in the stock and station sector.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Gather property	• Identify and record networking opportunities which support the

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market knowledge.	development of rural property market intelligence. • Analyse legislation and market information relating to rural property. • Develop a database of contacts and sources of information. • Identify and evaluate the effectiveness of strategies used to maintain rural property market knowledge.
2. Analyse market influences.	• Identify and record key indicators of rural property market conditions. • Analyse rural property market conditions using established methods. • Document trends in the rural property market.
3. Analyse market sector influences.	• Record and analyse geographical information. • Record and analyse property usage information. • Record and analyse factors that may affect return on rural property, including outbuildings and equipment. • Record and analyse property production or agistment capacity and possible risks.
4. Prepare market analysis.	• Apply rural property market analysis to an identified property. • Prepare information for use in agent–client communication.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to:

- CPPDSM4037A Conduct auction of rural property
- CPPDSM4073A Provide rural property management services
- CPPDSM4081A Work in the stock and station agency sector.

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

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Assessment Requirements for CPPREP5311 Develop and maintain rural property market knowledge and intelligence

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is not equivalent to CPPDSM4037A Conduct auction of rural property, CPPDSM4073A Provide rural property management services and CPPDSM4081A Work in the stock and station agency sector.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must apply market analysis strategies to research and analyse of two different rural property market sectors and highlight factors affecting the current market conditions.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- role of the agent in providing rural property market sales services
- types of rural property
- features of rural property impacting production or agistment capacity
- information sources for developing market knowledge and intelligence
- rural property market trends and indicators
- established methodologies to analyse:
  - rural property production capacity
  - rural property agistment capacity
  - rural property market indicators and market trends
  - factors that may affect return on rural property
  - factors that add value to rural property
- established formats for presenting rural property information
- legislation and local government regulations related to use of rural property in the state or territory of operation
- risks and ethical practices associated with use of rural property
- networking opportunities to support development of rural property knowledge.

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Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- sources of information about rural property markets and market indicators
- established methods for analysing property production capacity and market conditions
- established formats for presenting rural property market information.

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

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CPPSEC2021 Install security equipment and systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC2021A Install security equipment and systems. Updated to meet the Standards for Training Packages

Application

This unit specifies the skills and knowledge required to install a range of security equipment and systems. It includes selecting and using materials, tools and equipment to install security equipment and systems using approved cable termination methods and procedures. This work applies in extra low voltage environments as defined in Australian Standard *AS/NZS 2201.1:2007 Intruder alarm systems - Client's premises - Design, installation, commissioning and maintenance* (AS/NZS 2201) and involves applying National Construction Code (NCC) requirements to the installation.

The unit is suitable for those with basic skills and knowledge undertaking routine work tasks under the direction of more experienced workers.

Licensing, legislative or certification requirements apply to advising on, supplying, installing, maintaining, monitoring, repairing and servicing security equipment in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Technical

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Prepare to install security equipment and systems.	1.1 Review work instructions to confirm installation timeframes, client needs, site location and equipment requirements and clarify issues with relevant persons.

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	1.2	Review AS/NZS 2201 and NCC to understand regulatory requirements for locating and installing security equipment and systems and apply to work instructions.
	1.3	Review and follow workplace policies and procedures including work health and safety (WHS) when carrying out work tasks.
	1.4	Identify and obtain security equipment and system to be installed following workplace procedures.
2 Plan and organise installation operation.	2.1	Plan and prioritise work tasks to allow sufficient time to meet work instructions.
	2.2	Select and organise required tools and equipment including personal protective equipment and check for safe and correct operation.
	2.3	Select and organise required materials and hardware for product installation suitable to the specific installation surface and installation procedures.
	2.4	Inspect installation area to identify and control or report risks and hazards.
3 Conduct installation procedures.	3.1	Use safe work practices when working with electronic equipment and cables according to WHS requirements.
	3.2	Select installation position to comply with manufacturers' specifications and work instructions.
	3.3	Securely fix security equipment and system and terminate and connect cables, ensuring no damage or distortion is caused to the surrounding environment or services.
	3.4	Identify problems impacting the installation and obtain approval from relevant persons to vary the installation plan.
	3.5	Inspect installed security equipment and system to confirm correct operation.
	3.6	Check to confirm all terminations are electrically and mechanically sound according to WHS requirements.

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4	Complete installation and documentation.	4.1 Notify installation completion to relevant persons.
		4.2 Complete installation documentation according to workplace and regulatory requirements.
		4.3 Check tools and equipment for faults, wear or damage and rectify or report problems.
		4.4 Restore work area to original condition and remove waste caused by installation operation.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to understand key requirements of:
- plans when locating installation sites for security equipment and systems
- Australian standards, NCC and manufacturers' instructions
- numeracy skills to calculate measurements to accurately position and fix security equipment and systems.

Unit Mapping Information

Supersedes and equivalent to CPPSEC2021A Install security equipment and systems.

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

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Assessment Requirements for CPPSEC2021 Install security equipment and systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC2021A Install security equipment and systems. Updated to meet the Standards for Training Packages

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by installing security equipment and systems at three different premises involving at least two types of systems listed below, one of which must be an internet protocol (IP) networked installation:

- access control system
- intruder alarm system
- audible and visual warning device
- electronic lock and locking system
- intercom and control panel.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when installing security equipment and systems:
  - licensing requirements and limits of own authority
  - privacy requirements
  - reporting and documentation
  - requirements for complying with Australian Communications and Media Authority cabling rules
  - work health and safety
- application of *AS/NZS 2201.1:2007 Intruder alarm systems – Client's premises – Design, installation, commissioning and maintenance* (AS/NZS 2201) and the National Construction Code (NCC) to the installation of security equipment and systems
- basic carpentry techniques used when installing security equipment and systems
- cable identification, termination and connection procedures associated with installing security equipment and systems

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- documentation to be completed when installing security equipment and systems to ensure compliance with licensing and warranty requirements
- materials, hardware, tools and equipment including personal protective equipment (PPE) used when installing security systems and equipment
- methods for ensuring IP networked systems and equipment are properly secured
- soldering and drilling techniques used when installing security equipment and systems
- techniques for sealing cable entries
- types and functions of security equipment and systems:
  - access control systems
  - audible and visual warning devices
  - cameras and monitors
  - commercial and residential alarm systems
  - detection devices
  - electronic and mechanical fire safety and fire locking systems
  - electronic locks and locking systems
  - electronic readers
  - electronic screen equipment
  - intercoms and control panels
  - security doors and door controls
- types of earthing systems used in electrical installations
- typical hazards encountered when installing security equipment and systems and the control measures for each:
  - confined spaces
  - electrical
  - hazardous materials and chemicals
  - hidden utilities
  - people in the work area
  - power tools
  - vermin.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

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- workplace policies and procedures, work instructions, security equipment and systems, PPE, tools, materials and hardware required to achieve the performance evidence
- product information and manufacturers' instructions for equipment and systems being installed
- AS/NZS 2201
- NCC.

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

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CPPSEC2022 Install electronic locks and locking systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

CPPSEC2022A Install mechanical lock and locking system. Updated to meet the Standards for Training Packages

Application

This unit specifies the skills and knowledge required to install a range of electronic locks and locking systems for door and window applications. It includes upgrading or strengthening hollow doors to increase security, and fitting door control devices and locks to windows, doors and jams.

The unit is suitable for those with basic skills and knowledge undertaking routine work tasks under the direction of more experienced workers.

This unit may form part of the licensing requirements for people who sell, supply, advise on, install, maintain, monitor, repair or service security equipment and systems in those states and territories where these are regulated activities.

Pre-requisite Unit

None.

Unit Sector

Technical

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Prepare to install electronic lock and locking systems.	1.1 Review work instructions to confirm installation timeframes, client needs, site location and equipment requirements, and clarify issues with relevant persons.
	1.2 Identify and obtain electronic lock and locking system to be installed following workplace procedures.

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	1.3	Review and follow workplace policies and procedures including work health and safety (WHS) when carrying out work tasks.
2 Plan and organise installation operation.	2.1	Plan and prioritise work tasks allowing sufficient time to meet work instructions.
	2.2	Select and organise required tools and equipment including personal protective equipment and check for safe and correct operation.
	2.3	Select and organise required materials and hardware for product installation suitable to the specific installation surfaces and procedures.
	2.4	Inspect installation area to identify and control or report risks and hazards.
3 Conduct installation procedures.	3.1	Use safe work practices when carrying out installation procedures according to WHS requirements.
	3.2	Fit locks to windows, doors and jams in accordance with manufacturers' instructions.
	3.3	Fit door control devices to allow correct operation of doors in accordance with manufacturers' instructions.
	3.4	Upgrade or strengthen hollow doors to increase security.
	3.5	Identify problems impacting the installation and obtain approval from relevant persons to vary the installation plan if required.
	3.6	Inspect installed electronic locks and locking and system to confirm correct operation and ensure no damage or distortion to the surrounding environment or services.
4 Complete installation and documentation.	4.1	Notify installation completion to relevant persons.
	4.2	Complete installation documentation according to workplace requirements.
	4.3	Check tools and equipment for faults, wear or damage

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and rectify or report problems.

4.4 Restore work area to original condition and remove waste caused by installation operation.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to understand key requirements of:
  - plans when locating installation sites for electronic locks and locking systems
  - Australian standards and manufacturers' instructions
- numeracy skills to calculate measurements to accurately position and fix door control devices and locks.

Unit Mapping Information

Supersedes and equivalent to CPPSEC2022A Install mechanical lock and locking system.

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

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Assessment Requirements for CPPSEC2022 Install electronic locks and locking systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

CPPSEC2022A Install mechanical lock and locking system. Updated to meet the Standards for Training Packages

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by installing electronic locks and locking systems involving:

- upgrading or strengthening two hollow doors
- fitting three door control devices
- fitting locks to three windows, doors and jams.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when installing electronic locks and locking systems:
  - licensing requirements and limits of own authority
  - reporting and documentation
  - requirements for complying with Australian Communications and Media Authority cabling rules
  - work health and safety
- basic carpentry techniques used when installing electronic locks and locking systems
- documentation to be completed when installing electronic locks and locking systems to ensure compliance with licensing and warranty requirements
- general principles of locksmithing
- installation methods and procedures for electronic locks and locking systems
- materials, hardware, tools and equipment including personal protective equipment (PPE) used when installing electronic locks and locking systems
- types, functions and features of electronic locks and locking systems
- types of doors and windows suitable for electronic lock applications
- typical hazards encountered when installing electronic locks and locking systems and the control measures for each:
  - confined spaces

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  - electrical
  - ground glass
  - hazardous materials and chemicals
  - people in the work area
  - power tools
  - vermin
- welding and drilling techniques used when installing electronic locks and locking systems.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- workplace policies and procedures, work instructions, documentation, electronic locks and locking systems, PPE, tools, materials and hardware required to achieve the performance evidence
- product information and manufacturers' instructions for locks and locking systems being installed.

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

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CPPSEC2023 Install video surveillance systems and equipment

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC2023A Install CCTV equipment and system. Updated to meet the Standards for Training Packages

Application

This unit specifies the skills and knowledge required to install a range of video surveillance systems (VSS) and equipment. VSS is a surveillance system capable of capturing images and videos that can be compressed, stored or sent over communications networks, and includes closed circuit television (CCTV) and audio systems. The unit includes selecting and using materials, tools and equipment to install VSS and equipment using approved cable termination methods and procedures. This work applies in extra low voltage environments as defined in Australian Standard *AS/NZS 2201.1:2007 Intruder alarm systems-– Client's premises - Design, installation, commissioning and maintenance* (AS/NZS 2201) and involves applying National Construction Code (NCC) requirements to the installation.

The unit is suitable for those with basic skills and knowledge undertaking routine work tasks under the direction of more experienced workers.

Licensing, legislative or certification requirements apply to advising on, supplying, installing, maintaining, monitoring, repairing and servicing security equipment in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Technical

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Prepare to install VSS	1.1 Review work instructions to confirm installation timeframes, client needs, site location and equipment

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and equipment.		requirements, and clarify issues with relevant persons.
	1.2	Review AS/NZS 2201 and NCC to understand regulatory requirements associated with locating and installing VSS and equipment and apply to work instructions.
	1.3	Review and follow workplace policies and procedures including work health and safety (WHS) when carrying out work tasks.
	1.4	Identify and obtain VSS and equipment to be installed following workplace procedures.
2 Plan and organise installation operation.	2.1	Plan and prioritise work tasks allowing sufficient time to meet work instructions.
	2.2	Select and organise required tools and equipment including personal protective equipment and check for safe and correct operation.
	2.3	Select and organise required materials and hardware for product installation suitable to the specific installation surface and installation procedures.
	2.4	Inspect installation area to identify and control or report risks and hazards.
3 Conduct installation procedures.	3.1	Use safe work practices when working with electronic equipment and cables according to WHS requirements.
	3.2	Select installation position to comply with manufacturers' specifications and work instructions.
	3.3	Securely fix VSS and equipment and terminate and connect cables ensuring no damage or distortion is caused to the surrounding environment or services.
	3.4	Identify problems impacting the installation and obtain approval from relevant persons to vary the installation plan.
	3.5	Inspect installed VSS and equipment to confirm correct operation.
	3.6	Check to confirm all terminations are electrically and mechanically sound according to WHS requirements.

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4	Complete installation and documentation.	4.1 Notify installation completion to relevant persons.
		4.2 Complete installation documentation according to workplace and regulatory requirements.
		4.3 Check tools and equipment for faults, wear or damage and rectify or report problems.
		4.4 Restore work area to original condition and remove waste caused by installation operation.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to understand key requirements of:
  - plans when locating installation sites for VSS and equipment
  - Australian standards, NCC and manufacturers' instructions
- numeracy skills to calculate measurements to accurately position and fix VSS and equipment.

Unit Mapping Information

Supersedes and equivalent to CPPSEC2023A Install CCTV equipment and system.

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

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Assessment Requirements for CPPSEC2023 Install video surveillance systems and equipment

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC2023A Install CCTV equipment and system. Updated to meet the Standards for Training Packages

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by installing video surveillance systems (VSS) and equipment at three different premises involving at least one internet protocol (IP) networked installation.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when installing VSS and equipment:
  - licensing requirements and limits of own authority
  - privacy requirements
  - reporting and documentation
  - requirements for complying with Australian Communications and Media Authority cabling rules
  - work health and safety
- application of *AS/NZS 2201.1:2007 Intruder alarm systems – Client's premises – Design, installation, commissioning and maintenance* (AS/NZS 2201) and the National Construction Code (NCC) to the installation of VSS and equipment
- basic carpentry techniques used when installing VSS and equipment
- cable identification, termination and connection procedures associated with installing VSS and equipment
- documentation to be completed when installing VSS and equipment to ensure compliance with licensing and warranty requirements
- methods for ensuring IP networked systems and equipment are properly secured
- location requirements VSS to ensure optimal surveillance coverage
- materials, hardware, tools and equipment including personal protective equipment (PPE) used when installing VSS and equipment
- methods for fitting end-of-line devices

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- soldering and drilling techniques used when installing VSS and equipment
- techniques for sealing cable entries
- types and functions of VSS and equipment and installation requirements associated with:
  - integration
- types of earthing systems used in electrical installations
- typical hazards encountered when installing VSS and equipment and the control measures for each:
  - confined spaces
  - electrical
  - hazardous materials and chemicals
  - hidden utilities
  - people in the work area
  - power tools
  - vermin.
  -

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- workplace policies and procedures, work instructions, documentation, VSS and equipment, PPE, tools, materials and hardware required to achieve the performance evidence
- product information and manufacturers' instructions for VSS systems and equipment to be installed
- AS/NZS 2201
- NCC.

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

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CPPSEC2024 Monitor and respond to electronic information from security equipment and systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC2024 Implement electronic monitoring procedures. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to monitor and respond to electronic information received from a range of security equipment and systems, including alarm monitoring management software. It includes accurately interpreting electronic information and applying correct response procedures to a range of security situations. Work is usually conducted from a secure electronic reporting facility, monitoring centre or control room.

The unit is suitable for those with basic skills and knowledge undertaking routine work tasks under the direction of more experienced workers.

Licensing, legislative or certification requirements apply to advising on, supplying, installing, maintaining, monitoring, repairing and servicing security equipment in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Technical

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Monitor electronic security information.	1.1 Review work instructions to confirm electronic monitoring requirements and timeframes and clarify issues with relevant persons.

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	1.2	Review and follow workplace policies and procedures including work health and safety when carrying out work tasks.
	1.3	Inspect security equipment and system and check to ensure correct operation and connections following manufacturers' instructions.
	1.4	Clarify and comply with monitoring parameters for security equipment and system in accordance with workplace requirements.
	1.5	Systematically monitor electronic information from security system and equipment according to work instructions.
	1.6	Routinely cross-check security system and equipment with companion monitoring systems to verify accurate and reliable information exchange according to workplace requirements.
	1.7	Identify, correct or report faults or malfunctions in security system or equipment operation.
2 Respond to electronic security information.	2.1	Clarify response procedures with relevant persons.
	2.2	Receive electronic security information and verify reliability and accuracy according to workplace requirements.
	2.3	Identify and prioritise response to comply with required monitoring parameters.
	2.4	Identify risks associated with changing circumstances and obtain approval from relevant persons to vary response.
	2.5	Action required response to electronic security information according to workplace requirements.
3 Finalise electronic monitoring and documentation.	3.1	Carry out back-up procedures to protect electronic security information.
	3.2	Carry out change of shift procedures that ensure monitoring continuity.

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3.3	Complete monitoring documentation ensuring accurate response records responses are accurately recorded according to workplace requirements.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to understand and follow written and diagrammatic instructions when operating electronic security equipment
- numeracy skills to calculate and enter numerical data into security systems.

Unit Mapping Information

Supersedes and equivalent to CPPSEC2024A Implement electronic monitoring procedures.

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

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Assessment Requirements for CPPSEC2024 Monitor and respond to electronic information from security equipment and systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC2024 Implement electronic monitoring procedures. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by monitoring electronic information from security equipment and systems for three different shifts and actioning a minimum of six responses to electronic security information.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when monitoring and responding to electronic information from security equipment and systems:
  - licensing requirements and limits of own authority
  - privacy requirements
  - work health and safety
- change of shift procedures for workplace
- common electronic monitoring equipment and system configurations and programs
- common faults and malfunctions in security equipment and systems
- common keypad and control panel types and functions associated with electronic security systems and equipment
- computer software and software templates used for monitoring functions in security systems
- documentation to be completed when monitoring and responding to electronic security information
- methods for prioritising response options when monitoring and receiving electronic security information
- monitoring and response parameters for electronic security systems and equipment
- operating principles and functions of a range of electronic security systems and equipment
- procedures for verifying the authenticity of electronic information received from security equipment and systems

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- procedures to back-up and protect electronic security information
- situations presenting risk and requiring approval to vary response
- types of alarm transmission technologies including wireless and internet protocol monitoring and dialler monitoring.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- workplace policies and procedures, work task specifications for monitoring and responding to electronic information from security equipment and systems, and electronic security equipment and systems 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

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CPPSEC2025 Sell security products and services

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC2025A Sell security products and services. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to sell security products and services to clients. It includes engaging with clients to clarify their security needs, matching security products and services to client requirements, demonstrating and describing products, and assisting clients to make final purchase decisions to close sales. The unit includes handling client complaints and using client feedback to identify opportunities for repeat business and improved sales.

The unit is suitable for those with basic skills and knowledge undertaking routine work tasks under the direction of more experienced workers.

Licensing, legislative or certification requirements apply to advising on, supplying, installing, maintaining, monitoring, repairing and servicing security equipment in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Technical

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Confirm client needs and legal compliance requirements.	1.1 Review and follow workplace policies and procedures and comply with legal rights and responsibilities when selling security products and services.
	1.2 Approach client in a timely and professional manner.

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	1.3	Use oral communication skills to engage client and establish rapport.
	1.4	Use questioning and active listening to clarify security needs and preferences of client.
	1.5	Recognise own limitations in addressing client needs and seek required assistance from relevant persons.
2 Match client with security products and services and close sale.	2.1	Provide client with information about suitable available security products and services and assist them to select preferred options.
	2.2	Describe and demonstrate product features and benefits according to product information.
	2.3	Offer solutions to address specific client requirements or where dissatisfaction with products and services is identified.
	2.4	Confirm prices and quotations on preferred products and services in consultation with relevant persons.
	2.5	Encourage client to make purchase decision and close sale.
3 Finalise sale of security products and services.	3.1	Record sale and provide written follow-up information to client according to workplace requirements.
	3.2	Promptly communicate to client information about problems and delays associated with purchased product or service.
	3.3	Handle client complaints courteously and record and report details following workplace procedures.
	3.4	Obtain client feedback and identify opportunities for repeat business and improved sales in consultation with relevant persons.

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Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to understand key requirements of product information that may be in written and diagrammatic formats
- numeracy skills to calculate service timeframes, costs and quotations for security products.

Unit Mapping Information

Supersedes and equivalent to CPPSEC2025A Sell security products and services.

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

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Assessment Requirements for CPPSEC2025 Sell security products and services

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC2025A Sell security products and services. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by selling security products and services to meet the needs of four different clients.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when selling security products and services:
  - client service standards
  - key requirements of Australian consumer law
  - licensing requirements
  - own professional and legal limitations and authority
  - privacy requirements
  - reporting and documentation
  - work health and safety
- common factors influencing client decisions to purchase security products and services
- difference between negative and positive language
- documentation to be completed when selling security products and services
- how to read and use body language to gain the confidence of clients
- how to safeguard confidential information associated with the sale of security products and services
- methods for handling client complaints to resolve issues and find alternative solutions
- methods for obtaining client feedback
- range of available security products and services and special features including warranties and after sales support
- rights and responsibilities of clients associated with the sale of security products and services

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- sales techniques:
  - trade-up
  - trade-in
  - tie-ins
  - cut-ins
  - range-ins
- techniques for matching sales approaches to client behaviour
- typical buy signals and strategies for closing sales.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- workplace policies and procedures, security products and services for sale and clients required to achieve the performance evidence
- product sales documentation.

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

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CPPSEC2026 Perform routine maintenance on security equipment and systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC2026A Perform routine maintenance on security equipment and system. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to perform routine maintenance, adjustments and permitted repairs on a range of security equipment and systems. It includes finding faults and using tools and equipment to maintain the correct operation of security equipment and systems.

The unit is suitable for those with basic skills and knowledge undertaking routine work tasks under the direction of more experienced workers.

Licensing, legislative or certification requirements apply to advising on, supplying, installing, maintaining, monitoring, repairing and servicing security equipment in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Technical

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Plan and prepare for routine maintenance.	1.1 Review work instructions to confirm routine maintenance timeframes, equipment location and required maintenance in consultation with relevant persons.

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	1.2	Review and follow workplace policies and procedures including work health and safety to comply with regulatory requirements when carrying out work tasks.
	1.3	Select and organise required tools and equipment including personal protective equipment and check for safe and correct operation.
	1.4	Discuss planned maintenance procedures with relevant persons to clarify needs and expectations.
	1.5	Plan and prioritise work tasks allowing sufficient time to meet work instructions.
	1.6	Inspect work area to identify and control or report risks and hazards.
2 Conduct routine maintenance procedures.	2.1	Use safe work practices when working with electronic equipment and cables according to WHS requirements.
	2.2	Access security equipment and system requiring maintenance with minimal disruption to services and others in the work area.
	2.3	Inspect and assess security equipment and system operation against normal operating criteria.
	2.4	Carry out routine maintenance procedures on security equipment and system according to manufacturers' instructions and WHS requirements.
	2.5	Identify faults and undertake permitted routine repairs according to manufacturers' instructions and WHS requirements.
	2.6	Identify and report complex faults or repair requirements to relevant persons.
3 Complete routine maintenance and documentation.	3.1	Reinstate serviced and repaired security equipment and system to operational condition.
	3.2	Notify completion of maintenance work to relevant persons.
	3.3	Complete service documentation according to workplace

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and regulatory requirements.

3.4 Check tools and equipment for faults, wear or damage and rectify or report problems.

3.5 Restore work area to original condition and remove waste caused by maintenance tasks.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to understand key requirements of:
  - plans and diagrams when locating installed security equipment and systems
  - manufacturers' instructions.

Unit Mapping Information

Supersedes and equivalent to CPPSEC2026A Perform routine maintenance on security equipment and systems.

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

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Assessment Requirements for CPPSEC2026 Perform routine maintenance on security equipment and systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC2026A Perform routine maintenance on security equipment and system. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by performing routine maintenance on at minimum of three types of security equipment and systems listed below, one of which must be an internet protocol (IP) networked installation:

- access control system
- intruder alarm system
- audible and visual warning device
- electronic lock and locking system
- intercom and control panel.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when performing routine maintenance on security equipment and systems:
  - licensing requirements and limits of own authority
  - privacy requirements
  - reporting and documentation
  - requirements for complying with Australian Communications and Media Authority cabling rules
  - work health and safety
- cable identification, termination and connection procedures associated with repairing installed security equipment and systems
- documentation to be completed when maintaining security equipment and systems to ensure compliance with licensing and warranty requirements
- methods for reinstating IP networked systems and equipment and ensuring they are properly secured
- methods for sealing cable entries

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- tools and equipment including personal protective equipment (PPE) used when performing routine maintenance on security systems and equipment
- types, functions and purpose of security equipment and systems:
  - access control systems
  - audible and visual warning devices
  - cameras and monitors
  - commercial and residential alarm systems
  - detection devices
  - electronic and mechanical fire safety and fire locking systems
  - electronic locks and locking systems
  - electronic readers
  - electronic screen equipment
  - intercoms and control panels
  - security doors and door controls
- types, functions and purpose of end-of-line devices and resistors
- types of earthing systems used in electrical installations
- types of faults and maintenance procedures for a range of security equipment and systems and repairs permitted within scope of own role, authority and competence
- typical hazards encountered when performing routine maintenance on security equipment and systems and the control measures for each:
  - confined spaces
  - electrical
  - hazardous materials and chemicals
  - hidden utilities
  - people in the work area
  - power tools
  - vermin.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- workplace policies and procedures, work instructions, documentation, security equipment and systems, PPE and tools required to achieve the performance evidence
- manufacturers' instructions for equipment and systems to be serviced.

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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

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CPPSEC2102 Apply legal and procedural requirements to work effectively within a security team

Modification History

Release 1.

Supersedes and is non-equivalent to CPPSEC2003B Work effectively in the security industry and CPPSEC2005A Work as part of a security team.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to apply legal and procedural regulations to working effectively within a security team.

It requires:

- clarifying and applying standard operating procedures, workplace policies, legislative requirements and professional standards to understand and comply with legal rights and responsibilities when performing security work
- understanding requirements for recording and presenting evidence in court and securing and preserving incident or crime scenes
- working individually and as part of a team to plan, organise and complete work tasks and improve performance.

It applies to people working under general supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the	Performance criteria describe what needs to be done to

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essential outcomes.	demonstrate achievement of the element.
1. Confirm and comply with legal and procedural requirements and professional standards.	1.1 Read work instructions and clarify standard operating procedures and workplace policies governing work tasks. 1.2 Apply policies and procedures to work tasks to comply with legal rights and responsibilities when performing security work. 1.3 Locate and clarify professional standards for security officers to demonstrate compliance in own work performance and conduct with relevant persons. 1.4 Identify requirements for recording and presenting evidence in court and preserving incident or crime scenes. 1.5 Clarify legal and procedural requirements and professional standards with relevant persons.
2. Plan, organise and complete daily work tasks.	2.1 Check work instructions and confirm own role, responsibilities, authority and reporting requirements and timeframes. 2.2 Organise equipment and plan work schedule to meet designated timeframes. 2.3 Identify factors that may impede successful completion of work tasks and promptly notify relevant persons. 2.4 Use information technology to organise and complete work tasks.
3. Participate in team assignments.	3.1 Read instructions for team assignment and identify own responsibilities. 3.2 Discuss individual and team responsibilities with team members to clarify work objectives and assist in resolving areas of conflict. 3.3 Encourage input of all team members to support decision-making that accounts for individual social and cultural differences. 3.4 Maintain communication with team members during team assignment to share information and respond to instructions and requests for back-up assistance. 3.5 Assist team members to complete individual and team objectives within designated timeframes.
4. Identify and access opportunities for learning and improvement.	4.1 Seek feedback on individual and team performance from team members and supervisors, and discuss opportunities to improve future collaborations. 4.2 Seek feedback on own work performance and standards

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	from relevant persons, and identify areas for improvement and learning. 4.3 Identify opportunities for professional development and discuss opportunities with relevant persons.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to provide information or advice using approved security industry terminology and call signs
- writing skills to:
  - describe learning and skill development needs
  - record observations in a clear, succinct, accurate and factual manner
  - record and maintain learning and skill development information
- reading skills to understand and follow:
  - standard operating procedures and policies that clarify legal rights and responsibilities
  - industry codes of practice that clarify professional standards and conduct requirements
- speaking and listening skills to:
  - ask questions and listen to answers to gain information or confirm understanding when clarifying legal rights and responsibilities
  - give clear and accurate instructions and receive feedback from team members
  - use basic negotiation to resolve conflict when working with team members
  - communicate with emergency services
- numeracy skills to estimate time required to carry out work tasks
- problem solving skills to recognise factors that may impede completion of work tasks
- self-management skills to plan tasks to meet job requirements
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others

Unit Mapping Information

Supersedes and is non-equivalent to CPPSEC2003B Work effectively in the security industry and CPPSEC2005A Work as part of a security team.

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

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Assessment Requirements for CPPSEC2102 Apply legal and procedural requirements to work effectively within a security team

Modification History

Release 1.

Supersedes and is non-equivalent to CPPSEC2003B Work effectively in the security industry and CPPSEC2005A Work as part of a security team.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

- To demonstrate competency in this unit, a person must apply legal and procedural regulations to:
- work individually to plan, organise and complete one set of work instructions
- work in partnership with at least one colleague to complete one team assignment
- identify and participate in one professional development opportunity to improve own performance.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- the legal and procedural framework for performing security work as set out in standard operating procedures and workplace policies associated with:
  - anti-discrimination
  - apprehension, arrest and restraint of persons
  - duty of care
  - licensing requirements and limits of own authority
  - privacy and confidentiality of information
  - records and reports that may be used for legal purposes
  - use of force and force model
  - use of self-defence techniques
  - workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- basic operational functions of mobile devices, radios and telephones used to transmit and receive security information

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- basic principles of effective teamwork
- consequences of not complying with legal and procedural requirements when performing security work
- how to read and use body language to gain the confidence of others
- limits of own competence and authority
- methods and reasons for securing and preserving an incident or crime scene
- methods for giving and receiving constructive feedback
- methods for preserving, maintaining, storing and transporting evidence and exhibits that may be used in court
- procedures, protocols and rules to be followed when presenting evidence in court:
  - addressing court personnel
  - language
  - manner
  - participating and giving evidence
  - personal presentation
  - who's who in court
- professional standards and code of conduct for work in the security industry
- purpose of the Evidence Act
- requirements for recording and reporting incidents
- requirements for recording information that is factual and can be used as evidence in court including meaning of ‘continuity of evidence’
- rules of evidence that can be presented in court:
  - contemporaneousness
  - must be relevant
  - must be admissible
  - must not be ‘hearsay’
  - must not be opinion
- terms and conditions of own employment
- types of law:
  - civil
  - common
  - criminal
  - statute
- types of professional development opportunities that can assist own learning and improvement
- ways that individual social and cultural differences may be expressed.

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Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to apply legal and procedural regulations to work effectively within a security team
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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

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CPPSEC3024 Install advanced technology security equipment and systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is not equivalent to CPPSEC3024A Install biometrics equipment and systems. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to install a range of security equipment and systems that employ advanced technologies including biometrics, artificial intelligence (AI), robotics, smart technologies and video integration. It includes positioning and installing equipment and systems and carrying out required programming, configurations, networking and integration to set up and connect security technologies. This work applies in extra low voltage environments as defined in Australian Standard *AS/NZS 2201.1:2007 Intruder alarm systems – Client's premises – Design, installation, commissioning and maintenance* (AS/NZS 2201) and involves applying National Construction Code (NCC) requirements to the installation.

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

Licensing, legislative or certification requirements apply to advising on, supplying, installing, maintaining, monitoring, repairing and servicing security equipment in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Technical

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.

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1	Prepare to install advanced technology security system equipment.	1.1 Review work instructions to confirm installation timeframes, client needs, site location and equipment requirements, and clarify issues with relevant persons.
		1.2 Review AS/NZS 2201 and NCC to understand regulatory requirements associated with locating and installing security systems and equipment and apply to work instructions.
		1.3 Identify and obtain advanced technology security equipment and system to be installed following workplace procedures.
		1.4 Review and follow workplace policies and procedures including work health and safety when carrying out work tasks.
2	Plan and organise installation operation.	2.1 Plan and prioritise work tasks allowing sufficient time to meet work instructions.
		2.2 Select and organise required tools and equipment including personal protective equipment and check for safe and correct operation.
		2.3 Select and organise required materials and hardware for product installation suitable to the specific installation surface and installation procedures.
		2.4 Inspect installation area to identify and control or report risks and hazards.
3	Conduct installation procedures and set up and connect technology.	3.1 Use safe work practices when working with electronic equipment and cables according to WHS requirements.
		3.2 Select installation positions to comply with manufacturers' specifications and work instructions.
		3.3 Securely fix advanced technology equipment and system and terminate and connect cables ensuring no damage or distortion is caused to the surrounding environment or services.
		3.4 Identify problems impacting the installation and obtain approval from relevant persons to vary the installation plan.

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	3.5	Conduct programming, configuration, networking or integration tasks to set up and connect system technology.
	3.6	Commission installed advanced technology security equipment and system and confirm correct operation to meet work instructions.
	3.7	Check to confirm all terminations are electrically and mechanically sound according to WHS requirements.
4 Complete installation and documentation.	4.1	Notify installation completion to relevant persons.
	4.2	Complete installation documentation according to workplace and regulatory requirements.
	4.3	Check tools and equipment for faults, wear or damage and rectify or report problems.
	4.4	Restore work area to original condition and remove waste caused by installation operation.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to interpret key requirements of:
  - plans and specifications when locating installation sites for advanced security equipment and systems
  - NCC, Australian standards and manufacturers' instructions
- numeracy skills to calculate measurements to accurately position and fix advanced security equipment and systems.

Unit Mapping Information

Supersedes and non-equivalent to CPPSEC3024A Install biometrics equipment and systems.

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

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Assessment Requirements for CPPSEC3024 Install advanced technology security equipment and systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is not equivalent to CPPSEC3024A Install biometrics equipment and systems. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by conducting three different installations of security equipment and systems which use at least two of the advanced technologies listed below:

- artificial intelligence (AI)
- biometrics
- robotics
- smart technologies
- video integration.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when installing advanced technology security equipment and systems:
  - licensing requirements and limits of own authority
  - privacy requirements
  - reporting and documentation
  - requirements for complying with Australian Communications and Media Authority cabling rules
  - work health and safety
- application of *AS/NZS 2201.1:2007 Intruder alarm systems – Client's premises – Design, installation, commissioning and maintenance* (AS/NZS 2201) and the National Construction Code (NCC) when installing advanced technology security equipment and systems
- basic carpentry techniques used when installing advanced technology security equipment and systems
- basic electrical concepts associated with voltage, current, resistance and impedance

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- cable identification, termination and connection procedures associated with installing advanced technology security equipment and systems
- documentation to be completed when installing advanced technology security equipment and systems to ensure compliance with licensing and warranty requirements
- established threshold levels and their impact on security
- materials, hardware, tools and equipment including personal protective equipment (PPE) used when installing advanced technology security equipment and systems
- methods for ensuring IP networked systems and equipment are properly secured
- location requirements advanced technology security equipment and systems to ensure optimal functioning
- programming, configuration, networking and integration requirements for setting up and connecting advanced technology security equipment and systems
- soldering and drilling techniques used when installing advanced technology security equipment and systems
- techniques for sealing cable entries
- types and functions of a range of advanced technology security systems and equipment:
  - AI
  - biometrics
  - robotics
  - smart technologies
  - video integration
- types of earthing systems used in electrical installations
- typical hazards encountered when installing advanced technology security equipment and systems and the control measures for each:
  - confined spaces
  - electrical
  - hazardous materials and chemicals
  - hidden utilities
  - people in the work area
  - power tools
  - vermin.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

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- workplace policies and procedures, work instructions, documentation, advanced technology security equipment and systems, PPE, tools, materials and hardware required to achieve the performance evidence
- product information and manufacturers' instructions for equipment and systems to be installed
- AS/NZS 2201
- NCC.

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

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CPPSEC3025 Diagnose faults in advanced technology security equipment and systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC2025A Sell security products and services. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to diagnose faults in security equipment and systems that employ advanced technologies including biometrics, artificial intelligence (AI), robotics, smart technologies and video integration. It includes applying methodical diagnostic procedures, testing suspected fault scenarios, and assessing test results, historical information and operational data to diagnose faults and recommend options for rectification. This work applies in extra low voltage environments as defined in Australian Standard *AS/NZS 2201.1:2007 Intruder alarm systems – Client's premises – Design, installation, commissioning and maintenance* (AS/NZS 2201).

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

Licensing, legislative or certification requirements apply to advising on, supplying, installing, maintaining, monitoring, repairing and servicing security equipment in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

Nil.

Unit Sector

Technical

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Prepare to diagnose	1.1 Review work instructions to confirm client requirements

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	advanced technology security equipment and system faults.		and diagnostic timeframes.
		1.2	Review AS/NZS 2201 to understand regulatory requirements associated with diagnosing security equipment and system faults and apply to work instructions.
		1.3	Use questioning and active listening to gather information on type of security equipment and system, technologies involved and extent of fault.
		1.4	Review and follow workplace policies and procedures including work health and safety when carrying out work tasks.
2	Plan and organise work tasks.	2.1	Plan and prioritise work tasks allowing sufficient time to meet work instructions.
		2.2	Select and organise required materials, tools and equipment including personal protective equipment and check for safe and correct operation.
		2.3	Arrange access to security equipment and system in consultation with relevant persons.
		2.4	Identify hazards in the work area and apply risk control measures.
3	Conduct advanced technology security equipment and system testing and diagnostic procedures.	3.1	Use safe work practices when working with electronic equipment and cables according to WHS requirements.
		3.2	Isolate security equipment and system according to workplace requirements.
		3.3	Confirm normal performance of advanced technology security equipment and system against specification schedules.
		3.4	Inspect and check advanced technology security system components and test operation according to manufacturers' instructions.
		3.5	Methodically apply diagnostic methods using measurements and estimations of system operating parameters.

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	3.6 Check and test configurations and connections for equipment and system technologies following manufacturers' instructions.
	3.7 Test suspected fault scenarios to identify source of system problems.
	3.8 Assess test data, site variables, operational and historical information to support fault diagnosis.
	3.9 Diagnose fault or seek assistance from relevant persons to meet work instructions.
4 Recommend options for fault rectification and complete documentation.	4.1 Document diagnosed faults and options for fault rectification that are supported by verifiable data according to workplace and regulatory requirements.
	4.2 Check tools and equipment for faults, wear or damage and rectify or report problems.
	4.3 Clean and restore work area and remove waste caused by work tasks.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to interpret key requirements of:
  - plans and specifications when locating equipment and system components
  - Australian standards and manufacturers' instructions.

Unit Mapping Information

Supersedes and not equivalent to CPPSEC3025A Identify and diagnose biometric system fault.

Links

Companion volumes to this training package are available at the VETNet website - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad

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Assessment Requirements for CPPSEC3025 Diagnose faults in advanced technology security equipment and systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC2025A Sell security products and services. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by conducting testing and diagnostic procedures to identify a minimum of five faults on security equipment and systems which use at least two of the advanced technologies listed below:

- artificial intelligence (AI)
- biometrics
- robotics
- smart technologies
- video integration.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when diagnosing faults in advanced technology security equipment and systems:
  - licensing requirements and limits of own authority
  - privacy requirements
  - reporting and documentation
  - requirements for complying with Australian Communications and Media Authority cabling rules
  - work health and safety
- application of *AS/NZS 2201.1:2007 Intruder alarm systems – Client's premises – Design, installation, commissioning and maintenance* (AS/NZS 2201) when diagnosing security equipment and system faults at client premises
- cable identification methods and techniques
- documentation to be completed when diagnosing faults in advanced technology security equipment and systems
- established threshold levels and their impact on security

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- keypad and control panel types and functions for a range of advanced technology security equipment and systems
- materials, tools and equipment including personal protective equipment (PPE) used when diagnosing faults in advanced technology security equipment and systems
- methods for ensuring IP networked systems and equipment are properly secured
- operational parameters and diagnostic testing procedures for a range of advanced technology security equipment and systems:
  - AI
  - biometrics
  - robotics
  - smart technologies
  - video integration
- operational principles of data transmission networks
- types and functions of computer software associated with advanced technology security equipment and systems
- types of earthing systems used in electrical installations
- types of electrical connections and circuits encountered when diagnosing faults in advanced technology security equipment and systems, and circuit protection requirements
- typical hazards encountered when diagnosing faults in advanced technology security equipment and systems and the control measures for each:
  - confined spaces
  - electrical
  - hazardous materials and chemicals
  - people in the work area
  - power tools
  - vermin
  - work at heights.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- workplace policies and procedures, work instructions, documentation, advanced technology security equipment and systems, PPE, tools and materials required to achieve the performance evidence

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- security equipment and system information to support diagnostic activities
- AS/NZS 2201.

Links

Companion volumes to this training package are available at the VETNet website - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad

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CPPSEC3035 Recommend technical security requirements to meet client needs

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3035A Identify technical security requirements. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to recommend technical security requirements to meet specific client needs. It includes conducting site assessments to identify security risk factors associated with the site such as access and egress points, occupant behaviours and building condition, and prioritising and documenting security recommendations.

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

Licensing, legislative or certification requirements apply to advising on, supplying, installing, maintaining, monitoring, repairing and servicing security equipment in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Technical

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Confirm compliance requirements and client security needs.	1.1 Review work instructions to confirm client specifications and service timeframes.
	1.2 Review and follow workplace policies and procedures including work health and safety when carrying out work

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		tasks.
	1.3	Consult with client to clarify security objectives, needs and expectations.
	1.4	Use questioning and active listening to define technical security options to meet their needs within the scope of own competence and authority.
	1.5	Recognise own limitations in addressing client needs and seek required assistance from relevant persons.
2 Assess client site and security risk factors.	2.1	Arrange access to site in consultation with relevant persons.
	2.2	Identify hazards in the work area and apply risk control measures.
	2.3	Inspect client site and surrounds to assess access and egress points, assets and existing security arrangements
	2.4	Consult with client to identify occupant behaviours and activities that may impact security requirements.
	2.5	Record details of discussions and observations and identified security risk factors.
3 Present technical security recommendation.	3.1	Select available security equipment, systems and services to meet client requirements.
	3.2	Summarise assessed client needs, prioritised security recommendations and alternative options, and check recommendations are supported by verifiable evidence.
	3.3	Use computer and software to document security recommendations in the required format, style and structure according to workplace requirements.
	3.4	Forward recommendations to relevant persons for review within agreed timeframes.
	3.5	Store client documentation in a manner that facilitates future retrieval and maintains confidentiality according to workplace and regulatory requirements.

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Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to relate to people demonstrating sensitivity to individual social and cultural differences
- reading skills to interpret key requirements of:
  - plans and drawings when assessing client sites
  - technical product specifications that may be in written or diagrammatic formats
- numeracy skills to measure and calculate area when assessing client sites

Unit Mapping Information

Supersedes and equivalent to CPPSEC3035A Identify technical security requirements.

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

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Assessment Requirements for CPPSEC3035 Recommend technical security requirements to meet client needs

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3035A Identify technical security requirements. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by recommending security equipment systems or services to meet the requirements of three different clients involving:

- all client sites having multiple access and egress points
- at least one commercial and one domestic property
- at least one client requiring multiple security solutions.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when recommending technical security requirements to meet client needs:
  - client service standards
  - licensing requirements and limits of own authority
  - own professional and legal limitations and authority
  - privacy requirements
  - reporting and documentation
  - work health and safety
- how to safeguard confidential client information
- methods for assessing client sites and surrounds to identify security risk factors and protection requirements
- methods for gaining permission to access client sites and persons authorised to grant permission
- reporting procedures and documentation requirements for recommending technical security requirements to clients
- types and functions of available technical security equipment, systems and services
- types of occupant behaviours that impact the security of client sites
- types of security risk factors that require technical security solutions

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- ways that building condition can affect security requirements
- ways that social and cultural differences may be expressed.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- workplace policies and procedures, client instructions and product information for technical security equipment, systems and services 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

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CPPSEC3036 Program and configure security equipment and systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3036A Program security equipment and system. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to program and configure a range of security equipment and systems. It includes selecting and applying programming requirements and configuration parameters to installed security equipment and systems to meet client requirements. This work applies in extra low voltage environments as defined in Australian Standard *AS/NZS 2201.1:2007 Intruder alarm systems – Client's premises – Design, installation,* commissioning *and maintenance* (AS/NZS 2201).

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

Licensing, legislative or certification requirements apply to advising on, supplying, installing, maintaining, monitoring, repairing and servicing security equipment in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Technical

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Prepare to program and configure security	1.1 Review work instructions to confirm client and site requirements and service timeframes.

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	equipment and system.	1.2 Review AS/NZS 2201 to understand regulatory requirements associated with programming and configuring installed equipment and systems and apply to work instructions.
		1.3 Confirm type of security equipment and system to be programmed and configured and clarify programming requirements and configuration parameters.
		1.4 Review and follow workplace policies and procedures including work health and safety when carrying out work tasks.
		1.5 Review work instructions to confirm client and site requirements and service timeframes.
2	Plan and organise work tasks.	2.1 Plan and prioritise work tasks allowing sufficient time to meet work instructions.
		2.2 Select and organise required materials, tools and equipment including personal protective equipment and check for safe and correct operation.
		2.3 Arrange access to security equipment and system in consultation with relevant persons.
		2.4 Identify hazards in the work area and apply risk control measures.
3	Conduct system and equipment programming and configuration.	3.1 Use safe work practices when working with electronic equipment and cables according to WHS requirements.
		3.2 Power security equipment and system following correct procedures and manufacturers' instructions.
		3.3 Program and configure security equipment and system according to work instructions.
		3.4 Test and check security equipment and system configuration to confirm correct operation.
		3.5 Identify and apply required adjustments to programming instructions in consultation with relevant persons.

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4 Finalise programming and configuration activities and documentation.	4.1	Inspect programmed and configured security equipment and system to confirm correct operation and conformance with work instructions.
	4.2	Complete documentation detailing programming and configuration results according to workplace and regulatory requirements.
	4.3	Notify work completion to relevant persons.
	4.4	Check tools and equipment for faults, wear or damage and rectify or report problems.
	4.5	Restore work area to original condition and remove waste caused by work tasks.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to interpret key requirements of:
  - plans and specifications when locating security equipment and systems
  - Australian standards and manufacturers' instructions
- numeracy skills to interpret multimeter readings when testing security equipment and systems.

Unit Mapping Information

Supersedes and equivalent to CPPSEC3036A Program security equipment and system.

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

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Assessment Requirements for CPPSEC3036 Program and configure security equipment and systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3036A Program security equipment and system. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by programming and configuring three different security equipment and systems, one of which must be an internet protocol (IP) networked installation.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when programming and configuring security equipment and systems:
  - licensing requirements and limits of own authority
  - privacy requirements
  - reporting and documentation
  - requirements for complying with Australian Communications and Media Authority cabling rules
  - work health and safety
- application of *AS/NZS 2201.1:2007 Intruder alarm systems – Client's premises – Design, installation, commissioning and maintenance* (AS/NZS 2201) when programming and configurating security equipment and systems at client premises
- basic programming and configuration methods for a range of security equipment and systems
- cable identification methods and techniques
- difference between programming and configuration of security equipment and systems
- documentation to be completed when programming and configuring security equipment and systems
- keypad and control panel types and functions for a range of security equipment and systems

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- materials, tools and equipment including personal protective equipment (PPE) used when programming and configuring security equipment and systems
- methods for ensuring IP networked systems and equipment are properly secured
- types and functions of computer software associated with electronic security equipment and systems
- types and functions of computerised, electronic and manual security equipment and systems that require programming and configuration:
  - access control systems
  - audible and visual warning devices
  - cameras and monitors
  - commercial and residential alarm systems
  - detection devices
  - electronic and mechanical fire safety and fire locking systems
  - electronic locks and locking systems
  - electronic readers
  - electronic screen equipment
  - intercoms and control panels
  - security doors and door controls
- types of earthing systems used in electrical installations
- typical hazards encountered when programming and configuring security equipment and systems and the control measures for each:
  - confined spaces
  - electrical
  - hazardous materials and chemicals
  - people in the work area
  - power tools
  - vermin.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- workplace policies and procedures, work instructions, documentation, security equipment and systems, PPE, tools and materials required to achieve the performance evidence

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- security equipment and system information to support programming and configuration tasks
- AS/NZS 2201.

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

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CPPSEC3037 Test installed security equipment and systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3037A Test installed security equipment and system. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to test a range of installed security equipment and systems including cable systems, equipment components and programming. It includes selecting and carrying out tests to confirm the integrity, security and safety of equipment and systems. This work applies in extra low voltage environments as defined in Australian Standard *AS/NZS 2201.1:2007 Intruder alarm systems – Client's premises – Design, installation, commissioning and maintenance* (AS/NZS 2201).

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

Licensing, legislative or certification requirements apply to advising on, supplying, installing, maintaining, monitoring, repairing and servicing security equipment in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Technical

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Prepare to test installed security equipment and system.	1.1 Review work instructions to confirm client and site requirements and testing timeframes.
	1.2 Review AS/NZS 2201 to understand regulatory requirements associated with testing installed security

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		equipment and systems and apply to work instructions.
	1.3	Review and follow workplace policies and procedures including work health and safety when carrying out work tasks.
	1.4	Confirm type of security equipment and system to be tested and clarify testing parameters.
2 Plan and organise work tasks.	2.1	Plan and prioritise work tasks allowing sufficient time to meet work instructions.
	2.2	Select and organise required materials, tools and equipment including personal protective equipment and check for safe and correct operation.
	2.3	Arrange access to installed security equipment and system in consultation with relevant persons.
	2.4	Identify hazards in the work area and apply risk control measures.
3 Conduct security equipment and system testing procedures.	3.1	Use safe work practices when working with electronic equipment and cables according to WHS requirements.
	3.2	Identify, isolate, tag and test cables according to WHS requirements.
	3.3	Remove parts and connections of security equipment and system following approved procedures and store safely to protect against loss or damage.
	3.4	Carry out testing procedures following manufacturers' instructions.
	3.5	Check to confirm accuracy and reliability of test data and conduct additional required tests or seek assistance from relevant persons.
	3.6	Reassemble security equipment and system to pre-test condition following manufacturers' instructions.
4 Finalise testing activities and	4.1	Check security equipment and system to confirm correct operation and conformance with work instructions.

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documentation.	4.2	Complete documentation detailing testing results according to workplace and regulatory requirements.
	4.3	Notify work completion to relevant persons.
	4.4	Check tools and equipment for faults, wear or damage and rectify or report problems.
	4.5	Restore work area to original condition and remove waste caused by work tasks.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to interpret key requirements of:
  - plans and specifications when locating installed security equipment and systems
  - Australian standards and manufacturers' instructions
- numeracy skills to interpret multimeter readings when testing security equipment and systems.

Unit Mapping Information

Supersedes and equivalent to CPPSEC3037A Test installed security equipment and system.

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

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Assessment Requirements for CPPSEC3037 Test installed security equipment and systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3037A Test installed security equipment and system. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by testing security equipment and systems, including one internet protocol (IP) networked system, installed at three different locations.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when testing installed security equipment and systems:
  - licensing requirements and limits of own authority
  - privacy requirements
  - reporting and documentation
  - requirements for complying with Australian Communications and Media Authority cabling rules
  - work health and safety
- application of *AS/NZS 2201.1:2007 Intruder alarm systems – Client's premises – Design, installation, commissioning and maintenance* (AS/NZS 2201) when testing security equipment and systems installed at client premises
- cable identification methods and techniques
- documentation to be completed when testing security equipment and systems
- keypad and control panel types and functions for a range of security equipment and systems
- materials, tools and equipment including personal protective equipment (PPE) used when testing security equipment and systems
- methods for ensuring IP networked systems and equipment are properly secured
- testing parameters and procedures for a range of security equipment and systems:
  - access control systems
  - audible and visual warning devices

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  - cameras and monitors
  - commercial and residential alarm systems
  - detection devices
  - electronic and mechanical fire safety and fire locking systems
  - electronic locks and locking systems
  - electronic readers
  - electronic screen equipment
  - intercoms and control panels
  - security doors and door controls
- types of earthing systems used in electrical installations
- types of electrical connections and circuits that may be encountered when testing installed security equipment and systems, and circuit protection requirements
- typical hazards encountered when testing security equipment and systems and the control measures for each:
  - confined spaces
  - electrical
  - hazardous materials and chemicals
  - people in the work area
  - power tools
  - vermin
  - work at heights.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- workplace policies and procedures, work instructions, documentation, security equipment and systems, PPE, tools and materials required to achieve the performance evidence
- security equipment and system information to support testing activities
- AS/NZS 2201.

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

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CPPSEC3038 Commission and decommission security equipment and systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3038A Commission and decommission security equipment and system. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to commission and decommission a range of security equipment and systems. Commissioning includes establishing equipment interconnections and parameters, installing software, setting configurations, loading hardware data and testing performance. Decommissioning includes isolating existing services and terminating energy sources. This work applies in extra low voltage environments as defined in Australian Standard *AS/NZS 2201.1:2007 Intruder alarm systems – Client's premises – Design, installation, commissioning and maintenance* (AS/NZS 2201).

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

Licensing, legislative or certification requirements apply to advising on, supplying, installing, maintaining, monitoring, repairing and servicing security equipment in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Technical

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Prepare to commission	1.1 Review work instructions to confirm client and site

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	and decommission security equipment and system.		requirements and work timeframes.
		1.2	Review AS/NZS 2201 to understand regulatory requirements associated with commissioning and decommissioning security equipment and systems and apply to work instructions.
		1.3	Confirm types of security equipment and system to be commissioned and decommissioned and source information to clarify procedures.
		1.4	Review and follow workplace policies and procedures including work health and safety when carrying out work tasks.
2	Plan and organise work tasks.	2.1	Plan and prioritise work tasks allowing sufficient time to meet work instructions.
		2.2	Select and organise required materials, tools and equipment including personal protective equipment and check for safe and correct operation.
		2.3	Arrange access to security equipment and systems for commissioning and decommissioning in consultation with relevant persons.
		2.4	Identify hazards in the work area and apply risk control measures.
		2.5	Use safe work practices when working with electronic equipment and cables according to WHS requirements.
3	Commission security equipment and system.	3.1	Access security equipment and system and confirm equipment interconnections and parameters.
		3.2	Customise security equipment and system to meet work instructions.
		3.3	Set non-software configurations and confirm software is installed and hardware data loaded.
		3.4	Conduct performance tests and confirm security equipment and system operation meets prescribed parameters and specifications.
		3.5	Identify and document malfunctions or deviations from

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		recommended specifications.
	3.6	Conduct hand-over of commissioned security equipment and system.
4 Decommission security equipment and system.	4.1	Confirm security system and equipment for decommissioning.
	4.2	Isolate existing services in consultation with relevant persons.
	4.3	Safely terminate sources of energy according to manufacturers' instructions and WHS requirements.
	4.4	Remove security equipment and system components in consultation with relevant persons.
5 Finalise commissioning and decommissioning activities and documentation.	5.1	Complete documentation detailing commissioning and decommissioning results according to workplace and regulatory requirements.
	5.2	Notify work completion to relevant persons.
	5.3	Check tools and equipment for faults, wear or damage and rectify or report problems.
	5.4	Clean and restore work area, remove waste caused by work tasks and dispose of decommissioned security equipment and system according to workplace requirements.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to interpret key requirements of:
  - plans and specifications when locating security equipment and systems for commissioning and decommissioning
  - Australian standards and manufacturers' instructions
- numeracy skills to interpret multimeter readings when testing commissioned security equipment and systems.

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Unit Mapping Information

Supersedes and equivalent to CPPSEC3038A Commission and decommission security equipment and system.

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

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Assessment Requirements for CPPSEC3038 Commission and decommission security equipment and systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3038A Commission and decommission security equipment and system. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by:

- commissioning two different types of security equipment and systems
- decommissioning two different types of security equipment and systems.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when commissioning and decommissioning security equipment and systems:
  - licensing requirements and limits of own authority
  - privacy requirements
  - reporting and documentation
  - requirements for complying with Australian Communications and Media Authority cabling rules
  - work health and safety
- application of *AS/NZS 2201.1:2007 Intruder alarm systems – Client's premises – Design, installation, commissioning and maintenance* (AS/NZS 2201) when commissioning and decommissioning security equipment and systems installed at client premises
- basic carpentry techniques used when commissioning and decommissioning security equipment and systems
- cable identification methods and techniques
- documentation to be completed when commissioning and decommissioning security equipment and systems
- keypad and control panel types and functions for a range of security equipment and systems
- materials, tools and equipment including personal protective equipment (PPE) used when commissioning and decommissioning security equipment and systems

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- methods for ensuring IP networked systems and equipment are properly secured
- methods for installing software, setting non-software configurations and confirming hardware data is loaded when commissioning security equipment and systems
- procedures for isolating existing services
- procedures for safely terminating sources of energy when decommissioning security equipment and systems
- soldering and drilling techniques used when commissioning and decommissioning security equipment and systems
- testing procedures for commissioning a range of security equipment and systems:
  - access control systems
  - audible and visual warning devices
  - cameras and monitors
  - commercial and residential alarm systems
  - detection devices
  - electronic and mechanical fire safety and fire locking systems
  - electronic locks and locking systems
  - electronic readers
  - electronic screen equipment
  - intercoms and control panels
  - security doors and door controls
- types and functions of computer software associated with security equipment and systems
- types of earthing systems used in electrical installations
- types of electrical connections and circuits encountered when commissioning and decommissioning security equipment and systems, and circuit protection requirements
- typical hazards encountered when commissioning and decommissioning security equipment and systems and the control measures for each:
  - confined spaces
  - electrical
  - hazardous materials and chemicals
  - people in the work area
  - power tools
  - vermin
  - work at heights.

Assessment Conditions

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

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All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- workplace policies and procedures, work instructions, documentation, security equipment and systems, PPE, tools and materials required to achieve the performance evidence
- security equipment and system information to support commissioning and decommissioning activities
- AS/NZS 2201.

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

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CPPSEC3039 Diagnose faults in electronic security equipment and systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3039A Identify and diagnose electronic security equipment and system fault. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to diagnose faults in electronic security equipment and systems. It includes applying methodical diagnostic procedures, testing suspected fault scenarios, and assessing test results, historical information and operational data to diagnose faults and recommend options for rectification. This work applies in extra low voltage environments as defined in Australian Standard *AS/NZS 2201.1:2007 Intruder alarm systems – Client's premises – Design, installation, commissioning and maintenance* (AS/NZS 2201).

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

Licensing, legislative or certification requirements apply to advising on, supplying, installing, maintaining, monitoring, repairing and servicing security equipment in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Technical

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Prepare to diagnose	1.1 Review work instructions to confirm client requirements

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		and diagnostic timeframes.
	electronic security equipment and system faults.	1.2 Review AS/NZS 2201 to understand regulatory requirements associated with diagnosing security equipment and system faults and apply to work instructions.
		1.3 Use questioning and active listening to gather information on type of security equipment and system and extent of fault.
		1.4 Review and follow workplace policies and procedures including work health and safety when carrying out work tasks.
2	Plan and organise work tasks.	2.1 Plan and prioritise work tasks allowing sufficient time to meet work instructions.
		2.2 Select and organise required materials, tools and equipment including personal protective equipment and check for safe and correct operation.
		2.3 Arrange access to security equipment and system in consultation with relevant persons.
		2.4 Identify hazards in the work area and apply risk control measures.
3	Conduct electronic security equipment and system testing and diagnostic procedures.	3.1 Use safe work practices when working with electronic equipment and cables according to WHS requirements.
		3.2 Isolate security equipment and system according to WHS requirements.
		3.3 Confirm normal performance of security equipment and system against specification schedules.
		3.4 Inspect and check security system components and test operation according to manufacturers' instructions.
		3.5 Methodically apply diagnostic methods using measurements and estimations of system operating parameters.
		3.6 Test suspected fault scenarios to identify source of system problems.

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	3.7 Assess test data, site variables, operational and historical information to support fault diagnosis.
	3.8 Diagnose fault or seek assistance from relevant persons to meet work instructions.
4 Recommend options for fault rectification and complete documentation.	4.1 Document diagnosed faults and options for fault rectification that are supported by verifiable data according to workplace and regulatory requirements.
	4.2 Check tools and equipment for faults, wear or damage and rectify or report problems.
	4.3 Clean and restore work area and remove waste caused by work tasks.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to interpret key requirements of:
  - plans and specifications to locate equipment and system components
  - Australian standards and manufacturers' instructions.

Unit Mapping Information

Supersedes and equivalent to CPPSEC3039A Identify and diagnose electronic security equipment and system fault.

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

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Assessment Requirements for CPPSEC3039 Diagnose faults in electronic security equipment and systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3039A Identify and diagnose electronic security equipment and system fault. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by conducting testing and diagnostic procedures on two different electronic security equipment and systems to diagnose a minimum of three faults.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when diagnosing faults in electronic security equipment and systems:
  - licensing requirements and limits of own authority
  - privacy requirements
  - reporting and documentation
  - requirements for complying with Australian Communications and Media Authority cabling rules
  - work health and safety
- application of *AS/NZS 2201.1:2007 Intruder alarm systems – Client's premises – Design, installation, commissioning and maintenance* (AS/NZS 2201) when diagnosing security equipment and system faults at client premises
- cable identification methods and techniques
- documentation to be completed when diagnosing faults in electronic security equipment and systems
- keypad and control panel types and functions for a range of electronic security equipment and systems
- materials, tools and equipment including personal protective equipment (PPE) used when diagnosing faults in electronic security equipment and systems
- methods for ensuring IP networked systems and equipment are properly secured

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- operational parameters and diagnostic testing procedures for a range of electronic security equipment and systems:
  - access control systems
  - audible and visual warning devices
  - cameras and monitors
  - commercial and residential alarm systems
  - detection devices
  - fire safety and fire locking systems
  - intercoms and control panels
  - locks and locking systems
  - readers
  - screen equipment
  - security doors and door controls
- operational principles of data transmission networks
- types and functions of computer software associated with electronic security equipment and systems
- types of earthing systems used in electrical installations
- types of electrical connections and circuits encountered when diagnosing faults in electronic security equipment and systems, and circuit protection requirements
- typical hazards encountered when diagnosing faults in electronic security equipment and systems and the control measures for each:
  - confined spaces
  - electrical
  - hazardous materials and chemicals
  - people in the work area
  - power tools
  - vermin
  - work at heights.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

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- workplace policies and procedures, work instructions, documentation, electronic security equipment and systems, PPE, tools and materials required to achieve the performance evidence
- security equipment and system information to support diagnostic activities
- AS/NZS 2201.

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

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CPPSEC3040 Coordinate installation of security equipment and systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3040A Plan and coordinate installation of security equipment and system. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to plan, schedule and supervise the installation of a range of security equipment and systems. It includes monitoring installation operations against work schedules, identifying and agreeing contingencies and variations to installation plans, and inspecting commissioning and test results to confirm equipment and systems are operational and comply with client requirements.

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

Licensing, legislative or certification requirements apply to advising on, supplying, installing, maintaining, monitoring, repairing and servicing security equipment in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Technical

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Plan and schedule installation of security	1.1 Review work instructions to confirm client requirements and installation timeframes.

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	equipment and system.	1.2 Identify type of security equipment and system to be installed and organise resources needed to carry out installation.
		1.3 Confirm installation site access requirements in consultation with relevant persons.
		1.4 Schedule installation work within required timeframes and notify relevant persons.
		1.5 Review and follow workplace policies and procedures including work health and safety when carrying out work tasks.
2	Organise security equipment and system installation.	2.1 Authorise commencement of installation work according to workplace requirements.
		2.2 Monitor installation work against schedules and WHS requirements to ensure safe completion within agreed timeframes.
		2.3 Identify issues and contingency requirements and agree variations to installation in consultation with relevant persons.
		2.4 Adjust installation plan and communicate changes to relevant persons.
3	Check and document security equipment and system installation.	3.1 Receive notification of completed installation work and check activity against installation plan.
		3.2 Select, check and use required personal protective equipment according to workplace requirements.
		3.3 Visually inspect completed work to confirm installed equipment and system complies with client requirements and work instructions.
		3.4 Inspect commissioning and test results against system performance specifications and report identified performance faults, errors or omissions.
		3.5 Complete and securely store documentation associated with installation operation.

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Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to interpret key requirements of:
  - plans and specifications when checking security equipment and system installations
  - manufacturers' instructions
- numeracy skills to schedule and sequence work completion within agreed timeframes.

Unit Mapping Information

Supersedes and equivalent to CPPSEC3040A Plan and coordinate installation of security equipment and system.

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

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Assessment Requirements for CPPSEC3040 Coordinate installation of security equipment and systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3040A Plan and coordinate installation of security equipment and system. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by coordinating the installation of three different security equipment and systems to meet client requirements.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when coordinating the installation of security equipment and systems:
  - health and safety including personal protective equipment (PPE)
- contingency factors that may arise when installing security equipment and systems
- documentation to be completed when coordinating security equipment and system installations
- functions and operational parameters for a range of security equipment and systems:
  - access control systems
  - audible and visual warning devices
  - cameras and monitors
  - commercial and residential alarm systems
  - detection devices
  - electronic and mechanical fire safety and fire locking systems
  - electronic locks and locking systems
  - electronic readers
  - electronic screen equipment
  - intercoms and control panels
  - security doors and door controls
- installation methods and procedures for a range of security equipment and systems

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- methods for identifying performance faults, errors or omissions when comparing commissioning and test results against system performance specifications
- methods for supervising and checking work progress against installation plans and schedules
- resource requirements for the installation of security equipment and systems
- scheduling methods
- typical hazards encountered when installing and inspecting security equipment and systems and the control measures for each:
  - confined spaces
  - electrical
  - hazardous materials and chemicals
  - people in the work area
  - power tools
  - vermin
  - work at heights.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- workplace policies and procedures, work instructions, documentation and PPE for security equipment and system installations 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

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CPPSEC3041 Conduct routine service of security equipment and systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3041A Maintain and service security equipment and system. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to conduct routine servicing to maintain a range of security equipment and systems. It includes identifying damage, obstructions or component wear, diagnosing common faults and making appropriate adjustments to ensure the correct operation of security equipment and systems. This work applies in extra low voltage environments as defined in Australian Standard *AS/NZS 2201.1:2007 Intruder alarm systems – Client's premises – Design, installation, commissioning and maintenance* (AS/NZS 2201).

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

Licensing, legislative or certification requirements apply to advising on, supplying, installing, maintaining, monitoring, repairing and servicing security equipment in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Technical

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Prepare to service security equipment	1.1 Review work instructions to confirm client and site requirements and routine service timeframes.

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and systems.	1.2	Review AS/NZS 2201 to understand regulatory requirements associated with servicing security equipment and systems and apply to work instructions.
	1.3	Confirm type of security equipment and system to be serviced in consultation with relevant persons.
	1.4	Review and follow workplace policies and procedures including work health and safety (WHS) when carrying out work tasks.
2 Plan and organise work tasks.	2.1	Plan and prioritise work tasks allowing sufficient time to meet work instructions.
	2.2	Select and organise required materials, tools and equipment including personal protective equipment and check for safe and correct operation.
	2.3	Arrange access to security equipment and system in consultation with relevant persons.
	2.4	Identify hazards in the work area and apply risk control measures.
3 Carry out routine service procedures on security equipment and system.	3.1	Use safe work practices when working with electronic equipment and cables according to WHS requirements.
	3.2	Access security equipment and system requiring servicing with minimal disruption to services and others in the work area.
	3.3	Inspect and check security equipment and system to identify damage, obstruction or component wear.
	3.4	Perform routine service procedures on security equipment and system following manufacturers' instructions.
	3.5	Conduct permitted repairs to ensure correct operation of security equipment and system following manufacturers' instructions.
	3.6	Identify complex fault or repair requirements and report to relevant persons for specialist attention.

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4	Finalise routine service and complete documentation.	4.1 Reinstate security equipment and system and confirm correct operation and connections.
		4.2 Notify completion of work to relevant persons.
		4.3 Complete routine service documentation detailing service procedures, repairs undertaken and identified faults according to workplace and regulatory requirements.
		4.4 Check tools and equipment for faults, wear or damage and rectify or report problems.
		4.5 Restore work area to original condition and remove waste caused by routine service tasks.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to interpret key requirements of:
  - plans and specifications when locating security equipment and systems requiring servicing
  - Australian standards and manufacturers' instructions
- numeracy skills to:
  - measure and calculate volumes, consumption and servicing requirements
  - read and interpret a multimeter.

Unit Mapping Information

Supersedes and equivalent to CPPSEC3041A Maintain and service security equipment and system.

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

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Assessment Requirements for CPPSEC3041 Conduct routine service of security equipment and systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3041A Maintain and service security equipment and system. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by conducting routine servicing of three different types of security equipment and systems, one of which must be an internet protocol (IP) networked installation.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when conducting routine servicing of security equipment and systems:
  - licensing requirements and limits of own authority
  - privacy requirements
  - reporting and documentation
  - requirements for complying with Australian Communications and Media Authority cabling rules
  - work health and safety
- application of *AS/NZS 2201.1:2007 Intruder alarm systems – Client's premises – Design, installation, commissioning and maintenance* (AS/NZS 2201) when servicing security equipment and systems
- cable identification, termination and connection procedures associated with repairing installed security equipment and systems
- documentation to be completed when conducting routine servicing of security equipment and systems to ensure compliance with licensing and warranty requirements
- maintenance schedule requirements for security equipment and systems
- methods for reinstating IP networked systems and equipment and ensuring they are properly secured
- routine service procedures for a range of security equipment and systems and repairs permitted within scope of own role, authority and competence
- security equipment calibration requirements

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- techniques for recognising routine and complex faults in security equipment and systems
- tests to confirm security equipment and system functionality
- tools and equipment including personal protective equipment (PPE) used when routinely servicing security equipment and systems
- types, functions and features of a range of security equipment and systems:
  - access control systems
  - audible and visual warning devices
  - cameras and monitors
  - commercial and residential alarm systems
  - detection devices
  - electronic and mechanical fire safety and fire locking systems
  - electronic locks and locking systems
  - electronic readers
  - electronic screen equipment
  - intercoms and control panels
  - security doors and door controls
- types of earthing systems used in electrical installations
- typical hazards encountered when conducting routine servicing of security equipment and systems and the control measures for each:
  - confined spaces
  - electrical
  - hazardous materials and chemicals
  - hidden utilities
  - people in the work area
  - power tools
  - vermin.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- workplace policies and procedures, work instructions, documentation, security equipment and systems, PPE and tools required to achieve the performance evidence
- manufacturers' instructions for equipment to be serviced

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- AS/NZS 2201.

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

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CPPSEC3042 Diagnose faults in video surveillance systems and equipment

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3042A Identify and diagnose CCTV equipment and system fault. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to diagnose faults in video surveillance systems (VSS) and equipment. VSS is a surveillance system capable of capturing images and videos that can be compressed, stored or sent over communications networks, and includes closed circuit television (CCTV) and audio systems. The unit includes applying methodical diagnostic procedures, testing suspected fault scenarios, and assessing test results, historical information and operational data to diagnose faults and recommend options for rectification. This work applies in extra low voltage environments as defined in Australian Standard *AS/NZS 2201.1:2007 Intruder alarm systems - Client's premises* - Design, *installation, commissioning and maintenance* (AS/NZS 2201).

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

Licensing, legislative or certification requirements apply to advising on, supplying, installing, maintaining, monitoring, repairing and servicing security equipment in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Technical

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.

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1 Prepare to diagnose VSS and equipment faults.	1.1	Review work instructions to confirm client requirements and diagnostic timeframes.
	1.2	Review AS/NZS 2201 to understand regulatory requirements associated with diagnosing VSS and equipment faults and apply to work instructions.
	1.3	Use questioning and active listening to gather information on type of VSS and equipment and extent of fault.
	1.4	Review and follow workplace policies and procedures including work health and safety (WHS) when carrying out work tasks.
2 Plan and organise work tasks.	2.1	Plan and prioritise work tasks allowing sufficient time to meet work instructions.
	2.2	Select and organise required materials, tools and equipment including personal protective equipment and check for safe and correct operation.
	2.3	Arrange access to VSS and equipment in consultation with relevant persons.
	2.4	Identify hazards in the work area and apply risk control measures.
3 Conduct VSS and equipment testing and diagnostic procedures.	3.1	Use safe work practices when working with electronic equipment and cables according to WHS requirements.
	3.2	Isolate VSS and equipment according to WHS requirements.
	3.3	Confirm normal performance of VSS and equipment against specification schedules.
	3.4	Inspect and check VSS and equipment components and test operation according to manufacturers' instructions.
	3.5	Methodically apply diagnostic methods using measurements and estimations of VSS and equipment operating parameters.
	3.6	Test suspected fault scenarios to identify source of

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		system problems.
	3.7	Assess test data, site variables, operational and historical information to support fault diagnosis.
	3.8	Diagnose fault or seek assistance from relevant persons to meet work instructions.
4 Recommend options for fault rectification and complete documentation.	4.1	Document diagnosed faults and options for fault rectification that are supported by verifiable data according to workplace and regulatory requirements.
	4.2	Check tools and equipment for faults, wear or damage and rectify or report problems.
	4.3	Clean and restore work area and remove waste caused by work tasks.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to interpret key requirements of:
  - circuit diagrams
  - plans and specifications when locating system and equipment components
  - Australian standards and manufacturers' instructions.

Unit Mapping Information

Supersedes and equivalent to CPPSEC3042A Identify and diagnose CCTV equipment and system fault.

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

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Assessment Requirements for CPPSEC3042 Diagnose faults in video surveillance systems and equipment

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3042A Identify and diagnose CCTV equipment and system fault. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by conducting testing and diagnostic procedures on two different video surveillance systems (VSS) and equipment to diagnose a minimum of three faults.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when diagnosing faults in VSS and equipment:
  - licensing requirements and limits of own authority
  - privacy requirements
  - reporting and documentation
  - requirements for complying with Australian Communications and Media Authority cabling rules
  - work health and safety
- application of *AS/NZS 2201.1:2007 Intruder alarm systems – Client's premises – Design, installation, commissioning and maintenance* (AS/NZS 2201) when diagnosing security equipment and system faults at client premises
- cable identification methods and techniques
- documentation to be completed when diagnosing faults in VSS and equipment
- keypad and control panel types and functions for a range of VSS and equipment
- materials, tools and equipment including personal protective equipment (PPE) used when diagnosing faults in VSS and equipment
- methods for ensuring IP networked systems and equipment are properly secured
- operational parameters and diagnostic testing procedures for a range of VSS and equipment:
  - audio systems

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  - cameras:
    - pan-tilt-zoom and infra-red sensitive
  - image presentation:
    - display type, real-time surveillance, resolution and number of images
  - recording:
    - image compression, frame rates, resolution, storage capacity, basic metadata, playback and image export
  - system integration
- operational principles of data transmission networks
- types and functions of computer software associated with VSS and equipment
- types of earthing systems used in electrical installations
- types of electrical connections and circuits encountered when diagnosing faults in VSS and equipment, and circuit protection requirements
- typical hazards encountered when diagnosing faults in VSS and equipment and the control measures for each:
  - confined spaces
  - electrical
  - hazardous materials and chemicals
  - people in the work area
  - power tools
  - vermin
  - work at heights.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- workplace policies and procedures, work instructions, documentation, VSS and equipment, PPE, tools and materials required to achieve the performance evidence
- VSS and equipment information to support diagnostic activities
- AS/NZS 2201.

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Links

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CPPSEC3043 Establish and test electronic monitoring parameters for security equipment and systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3043A Establish and set up electronic monitoring parameters. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to formulate, test and evaluate electronic monitoring parameters for a range of security equipment and systems. It includes designing templates to support monitoring parameters, and conducting tests to evaluate monitoring performance and functions, signals and data and identify errors or deviations in transmitted data.

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

Licensing, legislative or certification requirements apply to advising on, supplying, installing, maintaining, monitoring, repairing and servicing security equipment in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Technical

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Determine monitoring parameters.	1.1 Review work instructions to confirm electronic monitoring requirements and timeframes.
	1.2 Review and follow workplace policies and procedures including work health and safety when carrying out work

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		tasks.
	1.3	Inspect security equipment and system and confirm monitoring functions and capabilities.
	1.4	Formulate monitoring parameters to meet monitoring capabilities of security equipment and system and monitoring station.
	1.5	Obtain and review information required to establish monitoring parameters and clarify issues with relevant persons.
2 Test monitoring parameters.	2.1	Design template to support monitoring parameters and enter data in the correct format and style.
	2.2	Cross-check and verify entered data against established monitoring parameters.
	2.3	Identify testing procedures to evaluate monitoring performance and functions.
	2.4	Conduct required tests to check monitoring performance and functions, signals and data while maintaining communication with relevant persons.
3 Evaluate and document test results.	3.1	Accurately interpret transmitted test data and compare against test requirements to evaluate monitoring performance and functions.
	3.2	Identify errors or deviations from specifications and report to relevant persons.
	3.3	Accurately complete documentation incorporating details of established parameters, test results and identified errors or deviations according to workplace requirements.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

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- reading skills to interpret written and diagrammatic technical instructions when testing equipment operation
- numeracy skills to interpret numerical codes and specifications when establishing system parameters.

Unit Mapping Information

Supersedes and equivalent to CPPSEC3043A Establish and set up electronic monitoring parameters.

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

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Assessment Requirements for CPPSEC3043 Establish and test electronic monitoring parameters for security equipment and systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3043A Establish and set up electronic monitoring parameters. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by establishing and testing electronic monitoring parameters for two different security equipment and systems.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when establishing and testing monitoring parameters for security equipment and systems:
  - documentation and reporting
  - licensing requirements and limits of own authority
  - privacy requirements
  - work health and safety
- common electronic monitoring equipment and system configurations and programs
- common faults and malfunctions in security equipment and systems used for electronic monitoring
- common keypad and control panel types and functions associated with electronic security systems and equipment
- computer software and software templates used for monitoring functions in security systems
- key considerations when formulating monitoring parameters:
  - alarms
  - functions monitored
  - levels of access and access times
  - levels of integrity of systems

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  - passwords and codes
  - recording functions
  - response requirements
- documentation to be completed when establishing and testing monitoring parameters for security equipment and systems
- methods for interpreting transmitted test data and comparing against test requirements to evaluate monitoring performance and functions
- methods for testing and evaluating performance and functions of a range of electronic monitoring equipment and systems and identifying errors or deviations
- operating principles and functions of a range of electronic monitoring equipment and systems
- procedures for testing monitoring parameters
- software templates for electronic security equipment and systems
- types and operation of computer software used for monitoring functions.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- workplace policies and procedures, computer, software, electronic security equipment and systems and associated 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

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CPPSEC3044 Conduct routine service of electronic locks and locking systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3044A Maintain and repair mechanical lock and locking system. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to conduct routine servicing to maintain a range of electronic locks and locking systems. It includes identifying damage, friction, sticking or component wear, and making required repairs to ensure the correct operation of electronic locks and locking systems.

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

Licensing, legislative or certification requirements apply to advising on, supplying, installing, maintaining, monitoring, repairing and servicing security equipment in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Technical

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Prepare to service electronic locks and locking systems.	1.1 Review work instructions to confirm client and site requirements and routine service timeframes.
	1.2 Confirm type of electronic lock and locking system to be serviced and specific maintenance requirements in

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		consultation with relevant persons.
	1.3	Review and follow workplace policies and procedures including work health and safety (WHS) when carrying out work tasks.
2 Plan and organise work tasks.	2.1	Plan and prioritise work tasks allowing sufficient time to meet work instructions.
	2.2	Select and organise required materials, tools and equipment including personal protective equipment and check for safe and correct operation.
	2.3	Arrange access to electronic lock and locking system in consultation with relevant persons.
	2.4	Identify hazards in the work area and apply risk control measures.
3 Carry out routine service procedures on electronic lock and locking system.	3.1	Use safe work practices when conducting routine service procedures according to WHS requirements.
	3.2	Access electronic lock and locking system requiring servicing with minimal disruption to services and others in the work area.
	3.3	Inspect and check electronic lock and locking system to identify damage, friction, sticking or component wear.
	3.4	Perform routine service procedures on electronic lock and locking system following manufacturers' instructions and WHS requirements.
	3.5	Identify and adjust common faults and replace worn keys to ensure correct operation of electronic lock and locking system.
	3.6	Identify complex fault or repair requirements and report to relevant persons for specialist attention.
4 Finalise routine service and complete documentation.	4.1	Check serviced lock and locking system and confirm correct operation.
	4.2	Notify completion of work to relevant persons.

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4.3 Complete routine service documentation detailing service procedures, repairs undertaken and identified faults according to workplace requirements.

4.4 Check tools and equipment for faults, wear or damage and rectify or report problems.

4.5 Restore work area to original condition and remove waste caused by routine service tasks.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to interpret key requirements of:
  - plans and specifications when locating electronic locks and locking systems requiring servicing
  - manufacturers' instructions
- numeracy skills to:
  - measure and calculate volumes, consumption and servicing requirements
  - read and interpret a multimeter.

Unit Mapping Information

Supersedes and equivalent to CPPSEC3044A Maintain and repair mechanical lock and locking system.

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

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Assessment Requirements for CPPSEC3044 Conduct routine service of electronic locks and locking systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3044A Maintain and repair mechanical lock and locking system. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by conducting routine servicing of three different electronic locks and locking systems and complete routine service documentation.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when conducting routine servicing of electronic locks and locking systems:
  - licensing requirements and limits of own authority
  - privacy requirements
  - reporting and documentation
  - requirements for complying with Australian Communications and Media Authority cabling rules
  - work health and safety
- documentation to be completed when conducting routine servicing of electronic locks and locking systems to ensure compliance with licensing and warranty requirements
- maintenance procedures for a range of electronic locks and locking systems and repairs permitted within scope of own role, authority and competence
- procedures for disassembling and reassembling electronic locks and locking systems
- signs of damage, friction, sticking and component wear and worn keys associated with electronic locks and locking systems
- techniques for recognising routine and complex faults and malfunctions in a range of electronic locks and locking systems
- tools and equipment including personal protective equipment (PPE) used when conducting routine servicing of electronic locks and locking systems
- types, features and operating principles of a range of electronic locks and locking systems

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- typical hazards encountered when conducting routine servicing of electronic locks and locking systems and the control measures for each:
  - confined spaces
  - electrical
  - hazardous materials and chemicals
  - hidden utilities
  - people in the work area
  - power tools
  - vermin.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- workplace policies and procedures, work instructions, documentation, electronic locks and locking systems, PPE and tools required to achieve the performance evidence
- manufacturers' instructions for locks and locking systems to be serviced.

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

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CPPSEC3045 Assess security equipment and systems to specify required modifications

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3045A Determine security equipment and system modifications. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to assess security equipment and systems to specify modifications required to meet changed operational requirements. It includes assessing security equipment and system functions and capabilities, proposing feasible modifications and adjusting system schematics, specifications and configurations accordingly.

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

Licensing, legislative or certification requirements apply to advising on, supplying, installing, maintaining, monitoring, repairing and servicing security equipment in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Technical

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Assess security equipment and system functions and capabilities.	1.1 Review work instructions to confirm client objectives, timeframes and budget constraints for security equipment and system modifications.
	1.2 Review and follow workplace policies and procedures including work health and safety (WHS) when carrying

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		out work tasks.
	1.3	Review security equipment and system specifications and standards to clarify normal operational functions and performance parameters.
	1.4	Review historical information and operational data for security equipment and system to clarify current operational functions and capabilities.
	1.5	Review security equipment and system specifications to identify modification capabilities according to manufacturers' instructions.
2 Formulate security equipment and system modifications.	2.1	Conduct research to identify design concepts and options for security equipment and system to meet changed operational requirements.
	2.2	Evaluate identified options and select preferred modifications to satisfy client requirements.
	2.3	Adjust security equipment and system schematics, specifications and configurations to clearly and accurately detail planned modifications.
	2.4	Check proposed modifications and confirm compliance with legislative requirements.
3 Document recommended security equipment and system modifications.	3.1	Use information technology to clearly and accurately document recommended security equipment and system modifications within agreed timeframes.
	3.2	Seek feedback on recommendations and make required adjustments to obtain client acceptance of proposed modifications.
	3.3	Complete and securely store documentation in a manner that facilitates future retrieval and maintains confidentiality according to workplace and regulatory requirements.

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Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to use questioning and active listening when seeking feedback from clients
- reading skills to interpret key requirements of:
  - drawing and drafting symbols
  - plans, drawings and specifications in diagrammatic and schematic formats
  - Australian standards and manufacturers' instructions
- writing skills to draw plans and schematics when adjusting specifications and configurations.

Unit Mapping Information

Supersedes and equivalent to CPPSEC3045A Determine security equipment and system modifications.

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

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Assessment Requirements for CPPSEC3045 Assess security equipment and systems to specify required modifications

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3045A Determine security equipment and system modifications. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by specifying required modifications to meet changed operational requirements of three different types of security equipment and systems.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when specifying modifications to security equipment and systems:
  - licensing requirements and limits of own authority
  - privacy requirements
  - reporting
  - work health and safety
- configuration options for a range of security equipment and systems
- considerations to ensure protection of IP networked security systems and equipment when specifying modifications
- documentation to be completed when specifying modifications to security equipment and systems
- materials, tools and equipment used when specifying modifications to security equipment and systems
- methods for evaluating design options when selecting preferred modifications
- principles of security system design, specifications and configurations
- principles of security system programming and configuration
- sources of historical information and operational data used when assessing functions and capabilities of security equipment and systems
- techniques for drawing and drafting used when specifying modifications to security equipment and systems

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- types and functions of a range of security equipment and systems.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- workplace policies and procedures, work instructions, documentation, equipment, tools and materials and security equipment and system information required to achieve the performance evidence
- information technologies to source and present information to support work tasks.

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

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CPPSEC3046 Develop security system configurations and specifications for client sites

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3046A Configure a security system. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to develop security system specifications and configurations to meet the requirements of different client sites. It includes assessing sites and security risk factors to select security system design options and develop specifications for equipment configurations and placement. This work applies in extra low voltage environments as defined in Australian Standard *AS/NZS 2201.1:2007 Intruder alarm systems – Client's premises – Design, installation, commissioning and maintenance* (AS/NZS 2201).

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

Licensing, legislative or certification requirements apply to advising on, supplying, installing, maintaining, monitoring, repairing and servicing security equipment in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Technical

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Plan and prepare for work.	1.1 Review work instructions to confirm client requirements, site location and work timeframes.

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	1.2	Plan and prioritise work tasks allowing sufficient time to meet work instructions.
	1.3	Review AS/NZS 2201 to understand regulatory requirements associated with installing security equipment and systems and apply to work instructions.
	1.4	Arrange access to work site in consultation with relevant persons.
	1.5	Select and organise required materials, tools and equipment including personal protective equipment and check for safe and correct operation.
	1.6	Review and follow workplace policies and procedures including work health and safety (WHS) when carrying out work tasks.
2 Assess client and site requirements.	2.1	Identify hazards in the work area and apply risk control measures.
	2.2	Conduct a detailed site assessment.
	2.3	Identify and assess site security risk factors.
	2.4	Record results of site assessment and identified security risk factors.
3 Formulate security system specifications and configurations.	3.1	Evaluate design options and select preferred security system configurations to meet site and client requirements.
	3.2	Prepare schematics and specifications that accurately detail installation requirements to enable accurate costings to be calculated.
	3.3	Select and calculate security equipment and material types and quantities to best meet system specifications.
	3.4	Check to verify security system specifications, configurations, placement and positioning comply with legal requirements.
	3.5	Seek information and assistance from relevant persons to finalise security system specifications and configurations

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		within agreed timeframes.
4 Document and finalise security system specifications and configurations.	4.1	Use information technology to clearly and accurately document security system specifications and configuration recommendations according to workplace requirements.
	4.2	Seek feedback on recommendations and make required adjustments to obtain client acceptance of proposed security system specifications and configurations.
	4.3	Complete and securely store documentation in a manner that facilitates future retrieval and maintains confidentiality according to workplace and regulatory requirements.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to use questioning and active listening when seeking feedback from clients
- reading skills to interpret key requirements of:
  - drawing and drafting symbols
  - plans, drawings and specifications in diagrammatic and schematic formats
  - Australian standards and manufacturers' instructions
- writing skills to draw plans and schematics when configuring security systems.

Unit Mapping Information

Supersedes and equivalent to CPPSEC3046A Configure a security system.

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

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Assessment Requirements for CPPSEC3046 Develop security system configurations and specifications for client sites

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3046A Configure a security system. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by developing security system configurations and specifications to meet the requirements of three different client sites.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when developing security system specifications and configurations:
  - licensing requirements and limits of own authority
  - privacy requirements
  - reporting
  - requirements for complying with Australian Communications and Media Authority cabling rules
  - work health and safety
- application of *AS/NZS 2201.1:2007 Intruder alarm systems – Client's premises – Design, installation, commissioning and maintenance* (AS/NZS 2201) when programming and configuring security equipment and systems at client premises
- configuration options for a range of security equipment and systems
- documentation to be completed when developing security system specifications and configurations
- installation considerations to ensure protection of IP networked security systems and equipment
- materials, tools and equipment including personal protective equipment (PPE) used when specifying and configuring security systems and assessing client sites
- principles of security system design, specifications and configurations
- principles of security system programming and configuring

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- requirements for installing different security equipment and systems at client sites
- techniques for drawing and drafting used when specifying and configuring security system installations
- types and functions of a range of security equipment and systems
- types of security risk factors associated with client sites
- typical hazards encountered when assessing client sites and the control measures for each:
  - confined spaces
  - electrical
  - hazardous materials and chemicals
  - people in the work area
  - vermin.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- workplace policies and procedures, work instructions, documentation, PPE, equipment and technologies, tools and materials required to achieve the performance evidence
- security equipment and system and client site information required to achieve the performance evidence
- AS/NZS 2201.

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

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CPPSEC3047 Provide estimate and quote on security system installations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3047A Provide estimate and quote on security system. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to provide written estimates and quotes on security system installations. It includes assessing client security requirements and specifications, inspecting installation sites to identify problems impacting the installation, obtaining quotes from suppliers, and sourcing and costing equipment, labour and materials.

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

Licensing, legislative or certification requirements apply to advising on, supplying, installing, maintaining, monitoring, repairing and servicing security equipment in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Technical

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Confirm compliance requirements and client security needs.	1.1 Review work instructions and documentation to confirm client requirements, security system installation specifications and timeframes for estimate and quote.
	1.2 Review and comply with workplace policies and procedures and relevant regulatory requirements when

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		providing estimate and quote for security system installation.
	1.3	Consult with client to confirm security needs and expectations.
	1.4	Identify security system type and requirements for installation to meet client needs.
	1.5	Confirm capacity to provide required security system according to workplace requirements.
2 Obtain quotations and source installation resources.	2.1	Review workplace rate schedules to establish pricing information for security system installation.
	2.2	Source quotations for installation equipment, labour and materials ensuring fair comparisons between suppliers.
	2.3	Consult with preferred supplier to confirm resource availability and delivery date to meet client requirements.
	2.4	Inspect installation site to identify factors impacting installation and apply contingencies to address problems and meet client requirements.
	2.5	Calculate cost of security system installation and check to confirm accuracy.
3 Finalise quotation for security system installation.	3.1	Prepare and present written quotation to client within agreed timeframes.
	3.2	Negotiate with client to agree required changes or variations and finalise quotation.
	3.3	Create client file and store documentation in a manner that facilitates future retrieval and maintains confidentiality according to workplace and regulatory requirements.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

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- reading skills to interpret key requirements of:
  - plans and drawings when assessing equipment specifications
  - technical product specifications in written and diagrammatic formats
- numeracy skills to:
  - accurately calculate estimates and quotations to return a profit where possible
  - compare prices obtained from different suppliers.

Unit Mapping Information

Supersedes and equivalent to CPPSEC3047A Provide estimate and quote on security system.

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

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Assessment Requirements for CPPSEC3047 Provide estimate and quote on security system installations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3047A Provide estimate and quote on security system. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by documenting written quotations for the supply and installation of security systems to meet the differing needs of three clients.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when providing estimates and quotes on security system installations:
  - client service standards
  - legislative, regulatory and contractual obligations associated with providing quotes for the supply and installation of security equipment and systems
  - licensing requirements and limits of own authority
  - privacy requirements
  - reporting and documentation
  - work health and safety
- calculation methods used to compare prices and estimate costs and return a profit on supply and installation of security systems
- content and format requirements for preparing written estimates and quotes
- how to safeguard confidential client information
- methods for assessing client sites and surrounds to identify problems impacting the installation of security systems
- methods for ensuring fair supplier comparisons
- methods for gaining permission to access client sites and persons authorised to grant permission
- potential suppliers of equipment, labour and materials for security systems installations
- types and functions of a range of security equipment and systems

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- ways that social and cultural differences may be expressed.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- workplace policies and procedures, equipment and technologies, client instructions and documentation, and supplier and product information 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

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CPPSEC3053 Implement measures to secure IP networked security equipment and systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

New unit.

Application

This unit specifies the skills and knowledge required to implement measures to secure internet protocol (IP) networked security equipment and systems to protect physical security systems from cyber threats. It includes confirming existing network arrangements, checking firewalls, network controls and protection levels, identifying vulnerabilities to cyber threats and implementing required controls to secure IP networked systems.

The unit is suitable for those with basic skills and knowledge undertaking routine work tasks under the direction of more experienced workers.

Licensing, legislative or certification requirements apply to advising on, supplying, installing, maintaining, monitoring, repairing and servicing security equipment in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Technical

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Confirm security equipment and system network arrangements.	1.1 Review work instructions to confirm client requirements and equipment location and clarify issues with relevant persons.
	1.2 Review and comply with workplace policies and procedures and key regulatory requirements when

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		carrying out work tasks.
	1.3	Inspect security equipment and system to clarify operational parameters and locate control panels and software.
	1.4	Obtain authorisations and information required to access IP network and system configurations.
2 Identify vulnerabilities and secure IP networked equipment and system.	2.1	Access IP network and system configurations for security equipment and system.
	2.2	Use network testing and monitoring tools and commands to check network connectivity and continuity and identify anomalies.
	2.3	Check firewalls and network controls and make required updates.
	2.4	Assess system protection levels to identify vulnerabilities to cyber threat.
	2.5	Check authentications, encryptions and supervision levels and make required changes to improve system protections.
	2.6	Perform software upgrades to install latest definitions.
	2.7	Complete work tasks and check to ensure IP networked security equipment and system is operating correctly.
3 Report results and complete documentation.	3.1	Notify work completion to relevant persons.
	3.2	Complete documentation detailing actions taken to secure IP networked security equipment and system according to workplace and regulatory requirements.
	3.3	Report identified cyber vulnerabilities and required remedial actions for specialist attention.
	3.4	Restore work area to original condition and remove waste caused by work tasks.

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Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to interpret key requirements of schematics and manufacturers' instructions for security equipment, systems and software
- numeracy skills to perform calculations in binary and hexadecimal number systems.

Unit Mapping Information

No equivalent unit.

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

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Assessment Requirements for CPPSEC3053 Implement measures to secure IP networked security equipment and systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

New unit.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by implementing measures to secure two different types of internet protocol (IP) networked security equipment and systems and identifying at least two vulnerabilities to cyber threat for each system.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when implementing measures to secure IP networked security equipment and systems:
  - licensing requirements and limits of own authority
  - privacy requirements
  - reporting
  - requirements for complying with Australian Communications Authority cabling standards
  - work health and safety
- common computer commands used to verify and manage IP and network performance
- common cyber threats attributed to IP networked security equipment and systems and solutions
- common ways that physical security systems can be breached by hackers:
  - monitoring protected areas and information through video surveillance systems
  - removing records from the security management system
  - taking control of locking and monitoring systems
  - turning off security systems
- documentation to be completed when implementing measures to secure IP networked security equipment and systems
- fundamentals of routers, switches, firewalls and wireless access points

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- fundamentals of scripting language
- internet of things (IOT) devices and common security issues relating to IOT devices
- meaning of multiple form factor authentication
- principles of security system networking and integration including IP addresses and devices
- physical security system designs and configurations that offer security from cyber threats including multiple levels of protection:
  - authentication
  - encryption
  - supervision
- techniques for ensuring IP networked systems and equipment are properly secured
- types of network testing and monitoring tools and commands used to check network connectivity and continuity
- ways that physical security systems become vulnerable to cyber threats
- wireless technologies commonly found in modern security systems.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- workplace policies and procedures, work instructions, documentation, IP networked security equipment, tools and software 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

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CPPSEC4001 Manage work health and safety in the security work environment

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4001A Manage a safe workplace in the security industry. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to manage work health and safety in the security work environment. It includes facilitating WHS awareness, legislative compliance and consultation, monitoring compliance with risk control procedures, and planning and implementing WHS training for individuals and teams.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Facilitate WHS awareness and compliance.	1.1 Access and interpret key requirements of legislation, regulations and workplace policies and procedures, including work health and safety (WHS), and apply to security operations to ensure compliance.

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	1.2	Access security industry networks to source WHS information and maintain awareness of current WHS practices and changed regulatory requirements.
	1.3	Disseminate WHS policies, procedures and information throughout the workplace to facilitate WHS awareness and compliance with legal rights and responsibilities.
	1.4	Explain WHS policies and procedures to the work group to support compliance with legislative and regulatory requirements.
2 Facilitate WHS consultation, cooperation and communication.	2.1	Arrange WHS consultation activities to exchange information on WHS issues and compliance.
	2.2	Monitor WHS activities to ensure work group members cooperate in WHS management.
	2.3	Consult with work group members to identify WHS issues and implement prompt response actions.
	2.4	Update policies and procedures to address WHS issues raised through consultation and promptly disseminate revised information.
3 Monitor compliance with risk control processes.	3.1	Implement hazard identification procedures in the security work environment and monitor reporting processes to confirm compliance.
	3.2	Implement procedures to control security risks and monitor correct use of the hierarchy of controls by individuals and teams.
	3.3	Identify and address procedural inadequacies associated with hazard identification and risk control.
4 Implement WHS training.	4.1	Develop and document a WHS training plan to meet individual and team training needs in consultation with relevant persons.
	4.2	Review WHS training processes and materials and make required adjustments to ensure relevance and capacity to meet individual and team WHS learning needs.

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4.3 Source and implement WHS training opportunities and monitor achievement against the plan.

4.4 Update the training plan to respond to changes in the work group or WHS policies, procedures or legislative requirements.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to use clear explanations, active listening and questioning skills to convey and clarify WHS information
- writing skills to prepare succinct and logically structured policies, procedures and training plans.

Unit Mapping Information

Supersedes and equivalent to CPPSEC4001A Manage a safe workplace in the security industry.

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

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Assessment Requirements for CPPSEC4001 Manage work health and safety in the security work environment

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4001A Manage a safe workplace in the security industry. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by managing work health and safety (WHS) in the security work environment including:

- developing WHS policies and procedures associated with:
  - security at a mass gathering
  - security response in the event of an active threat
- arrange a minimum of two WHS consultation activities with at least two participants at each
- develop and document a training plan that meets the WHS training needs of two individuals and one security team.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when managing WHS in the security work environment:
  - anti-discrimination and diversity
  - counter terrorism
  - legal rights and responsibilities of employers, supervisors and employees associated with WHS and duty of care
  - licensing requirements in the security industry
  - reporting and documentation
  - use of force
  - WHS legislation, regulations and codes of conduct in the jurisdiction of operation
- consultative processes that can facilitate WHS awareness and information exchange
- procedures for communicating and collaborating with emergency services
- process of dynamic risk assessment and application of risk management using the hierarchy of controls

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- purpose of *Australia's Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack
  - signs of chemical weapons attack and recommend response
  - general features of improvised explosive devices and recommended incident response
- typical security workplace hazards, risks and emergency situations and the control measures for each
- ways that social and cultural differences may be expressed
- WHS implications for workgroup arising from the *National Guidelines for the Protection of Places of Mass gathering from Terrorism*
- WHS training opportunities and basics of adult learning styles.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- legislation, regulations and codes of practice that apply to WHS management in the security industry and jurisdiction of operation
- information technologies and resources required to achieve the performance evidence
- *Australia's Strategy for Protecting Crowded Places from Terrorism*
- *National Guidelines for the Protection of Places of Mass gathering from Terrorism*.

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

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CPPSEC4003 Assess and advise on client security needs

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent CPPSEC4003A Advise on security needs. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to assess the security needs of clients and provide documented advice on products and services to meet those needs. It includes conducting a security risk assessment of the client's specific circumstances and operating environment and evaluating client satisfaction to improve service provision.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Assess client security needs.	1.1 Access and interpret key requirements of legislation, regulations and workplace policies and procedures and apply to work instructions to ensure compliance.
	1.2 Consult with client to confirm their immediate, short, and long-term security needs, expectations and budget.

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	1.3	Obtain and analyse valid and relevant information to clarify client circumstances and operating environment.
	1.4	Assess security risk associated with client circumstances and operating environment based on analysis conducted.
	1.5	Identify and assess existing and potential security issues to determine their impact on client requirements.
	1.6	Recognise own limitations in assessing client requirements and access specialist resources or advice to meet client requirements.
2 Advise on security options to meet client needs.	2.1	Identify available security products and services to meet client needs and budget and select recommended security solutions.
	2.2	Source comprehensive information to support recommended products and services and alternative options to meet client requirements.
	2.3	Prioritise recommendations and alternative options and collate evidence of their suitability to meet client requirements.
	2.4	Use information technologies to document and present client advice in a format and style to meet workplace requirements.
	2.5	Explain features and benefits of recommended products and services to client and obtain feedback on suitability and sufficiency of advice.
3 Evaluate advice provision to improve client service.	3.1	Evaluate client feedback to ascertain effectiveness of advice and satisfaction with service provision.
	3.2	Identify and action changes necessary to improve advice to meet client needs and comply with workplace requirements for client service.
	3.3	Complete and secure client documentation in a manner that facilitates future retrieval and maintains confidentiality.

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Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to use clear explanations, active listening and questioning skills to convey and clarify information to match security services and products to client needs
- writing skills to document succinct and logically structured client advice.

Unit Mapping Information

Supersedes and equivalent to CPPSEC4003A Advise on security needs.

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

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Assessment Requirements for CPPSEC4003 Assess and advise on client security needs

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent CPPSEC4003A Advise on security needs. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by assessing and advising on security products and services to meet the different security needs of three clients.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when advising clients on security needs:
  - client service standards
  - licensing requirements in the security industry
  - regulatory requirements associated with providing advice about security products and services
  - reporting and documentation
- application of *ISO 31000:2018 Risk management – Guidelines* when advising clients on security needs
- basic requirements for the installation of a range of security equipment and systems
- changing risk context of client operations
- how and where security manpower can be effectively used
- methods for comparing and contrasting security product and service information
- operational principles of, and information technologies used in internet protocol networked security equipment and systems
- process of dynamic risk assessment and application of risk management using the hierarchy of controls
- purpose of *Australia's Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places

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  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack
  - signs of chemical weapons attack and recommend response
  - general features of improvised explosive devices and recommended incident response
- type and nature of a range of security risks and measures for controlling these using security products and services
- types, functions, advantages and disadvantages of common security products and services
- ways that social and cultural differences may be expressed.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- legislation, regulations, codes of practice and policies and procedures that apply to the provision of security advice and services in the jurisdiction of operation
- client information and specifications, information technologies and resources required to achieve the performance evidence
- *ISO 31000:2018 Risk management – Guidelines*
- *Australia's Strategy for Protecting Crowded Places from Terrorism*.

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

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CPPSEC4004 Supervise security operations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4004A Monitor and review security operations. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to supervise security operations. It includes developing operational plans, assessing and controlling anticipated security risks, monitoring operations and implementing required contingencies. It also includes evaluating the results based on debriefing sessions and incident observations to recommend improvements to future operations.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Plan and organise security operation.	1.1 Access and interpret key requirements of legislation, regulations and workplace policies and procedures, including work health and safety (WHS), and apply to work instructions to ensure compliance.

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	1.2	Obtain and review work instructions to clarify security operation timeframes and resource requirements.
	1.3	Develop and document operational plan and schedule activities and resources to effectively conduct security operation to meet work instructions.
	1.4	Identify and assess anticipated risks associated with security operation and implement risk control measures in accordance with WHS requirements.
	1.5	Organise required equipment, resources and technologies following workplace procedures.
	1.6	Establish communication processes and chain of command requirements.
	1.7	Brief relevant persons to explain operational information and instructions and use questioning and active listening to respond to issues and concerns.
2 Monitor security operation.	2.1	Systematically monitor security operation progress against operational plan.
	2.2	Use security equipment, resources and technologies to support monitoring tasks following manufacturers' instructions.
	2.3	Maintain communication with team members and receive, confirm and organise requested assistance.
	2.4	Identify contingencies affecting the security operation and vary the operational plan in consultation with relevant persons.
	2.5	Record and report operational information according to workplace requirements.
3 Review security operation.	3.1	Evaluate effectiveness of security operations in consultation with relevant persons.
	3.2	Plan, schedule and conduct debriefing sessions for individuals involved in the operation.
	3.3	Review incident observations to identify opportunities

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for improvement to future security operations.

3.4 Document review findings and recommendations and present to relevant persons according to workplace requirements.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to use clear explanations, active listening and questioning skills to convey and clarify operational information
- writing skills to prepare succinct and logically structured operational plans.

Unit Mapping Information

Supersedes and equivalent to CPPSEC4004A Monitor and review security operations.

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

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Assessment Requirements for CPPSEC4004 Supervise security operations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4004A Monitor and review security operations. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by supervising three different security operations including for each operation:

- receiving a minimum of two requests for assistance during the operation
- identifying a minimum of two contingencies requiring the operational plan to be varied
- planning and conducting debriefing sessions involving a minimum of two participants.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when supervising security operations:
  - anti-discrimination and diversity
  - apprehension, arrest and restraint of persons
  - key requirements of legislation, regulations and codes of conduct for security operations in the jurisdiction of operation
  - legal rights and responsibilities of employers, supervisors and employees associated with work health and safety and duty of care
  - licensing requirements in the security industry
  - personal protective equipment
  - trespass and removal of persons
  - use of force
- chain of command and communication processes used to monitor security operations
- implications for security operations arising from the *National Guidelines for the Protection of Places of Mass gathering from Terrorism*
- key principles of team dynamics, team leadership and management
- methods for briefing security operations information and instructions to individuals and teams

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- methods for debriefing security operations with individuals and teams
- methods for reviewing security operations to identify procedural improvements
- procedures for communicating and collaborating with emergency services
- process of dynamic risk assessment and application of risk management using the hierarchy of controls
- purpose of *Australia's Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack
  - signs of chemical weapons attack and recommend response
  - general features of improvised explosive devices and recommended incident response
- typical security workplace hazards, risks and emergency situations and the control measures for each
- ways that social and cultural differences may be expressed
- work scheduling procedures.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- legislation, regulations and codes of practice that apply to security operations in the jurisdiction of operation
- work instructions, security equipment, resources and information technologies required to achieve the performance evidence
- *National Guidelines for the Protection of Places of Mass gathering from Terrorism*
- *Australia's Strategy for Protecting Crowded Places from Terrorism*.

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

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CPPSEC4005 Facilitate security operations briefing and debriefing processes

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4005A Facilitate workplace briefing and debriefing processes. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to facilitate security operations briefing and debriefing processes. It includes scheduling and conducting briefings to provide operational information and instructions, and debriefings to review operational outcomes including incident observations and lessons learned. It requires identifying areas of concern associated with the wellbeing of individuals and implementing suitable support strategies and recommending procedural improvements to future operations.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Plan and prepare for briefing and	1.1 Access and interpret key requirements of legislation, regulations and workplace policies and procedures, including work health and safety (WHS), and apply to

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debriefing.		work instructions to ensure compliance.
	1.2	Obtain and assess operational information to clarify and inform briefing and debriefing objectives.
	1.3	Plan and schedule briefing and debriefing processes in consultation with relevant persons.
	1.4	Identify and confirm location for briefing and debriefing processes.
	1.5	Notify relevant persons of requirements to attend briefing and debriefing processes.
2 Conduct security briefing.	2.1	Select and use briefing method to suit briefing objectives, number of participants and complexity of information to be shared.
	2.2	Conduct briefing to provide concise and clear operational information and instructions in accordance with briefing objectives.
	2.3	Use questioning and active listening to elicit contributions and seek feedback from relevant persons to confirm operational information and instructions have been understood.
3 Conduct security debriefing.	3.1	Select and use debriefing method to suit debriefing objectives and individual and team requirements.
	3.2	Conduct debriefing to review operational outcomes and analyse incident observations and lessons learned.
	3.3	Use questioning and active listening to elicit contributions and seek feedback from relevant persons and recommend procedural improvements for future security operations.
	3.4	Identify areas of concern associated with the wellbeing of relevant persons and implement suitable support strategies to meet individual needs.
4 Finalise and report security briefing and	4.1	Record and document outcomes of briefing and debriefing according to workplace requirements.

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debriefing outcomes.

4.2 Schedule follow-up actions arising from briefing and debriefing in consultation with relevant persons.

4.3 Complete and secure briefing and debriefing documentation in a manner that facilitate future retrieval and maintains confidentiality.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to interpret key requirements of incident reports and security intelligence when preparing for briefing and debriefing processes
- writing skills to prepare succinct and logically structured briefing and debriefing documentation.

Unit Mapping Information

Supersedes and equivalent to CPPSEC4005A Facilitate workplace briefing and debriefing processes.

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

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Assessment Requirements for CPPSEC4005 Facilitate security operations briefing and debriefing processes

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4005A Facilitate workplace briefing and debriefing processes. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by conducting briefing and debriefing processes for three different security operations involving:

- at least two briefing processes and two debriefing processes including face-to-face group discussions with a minimum of three participants
- identifying support strategies to support the specific wellbeing needs of two individuals arising from debriefing of each security operation
- reviewing incident observations representing different types of incident scenarios for each security operation.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when facilitating security operations briefing and debriefing:
  - anti-discrimination and diversity
  - key requirements of legislation, regulations and codes of conduct governing security operations in the jurisdiction of operation
  - legal rights and responsibilities of employers, supervisors and employees associated with work health and safety and duty of care
  - licensing requirements in the security industry
- implications for security operations arising from the *National Guidelines for the Protection of Places of Mass gathering from Terrorism*
- methods used to brief individuals and teams in preparation for security operations
- methods used to debrief security operations to identify issues and concerns and procedural improvements
- persons required to be involved in the briefing and debriefing of security operations
- signs and symptoms of work-related stress and associated support strategies
- techniques for facilitating group discussions and encouraging input from individuals

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- purpose of *Australia's Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack
  - signs of chemical weapons attack and recommend response
  - general features of improvised explosive devices and recommended incident response
- typical security workplace hazards, risks and emergency situations and the control measures for each
- ways that social and cultural differences may be expressed
- work scheduling procedures.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- legislation, regulations and codes of practice that apply to briefing and debriefing of security operations in the jurisdiction of operation
- work instructions and operational information, security equipment, resources and information technologies required to achieve the performance evidence
- *Australia's Strategy for Protecting Crowded Places from Terrorism*
- *National Guidelines for the Protection of Places of Mass gathering from Terrorism*.

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

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CPPSEC4006 Conduct security risk assessment of client operations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4006A Assess risks. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to conduct a security risk assessment of client operations. It includes analysing client operations and associated information and intelligence to develop a risk assessment register, develop and apply risk assessment criteria to measure risks and consequences to client operations and recommend appropriate countermeasures. This unit of competency does not cover development of risk management plans.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Analyse client operations and risk	1.1 Access and interpret key requirements of legislation, regulations and workplace policies and procedures and

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environment.		apply to work instructions to ensure compliance.
	1.2	Consult with relevant persons to confirm risk assessment terms of reference, costs and timeframes.
	1.3	Develop and document a structured risk assessment register that includes an agreed methodology and allows for possible changes to client operations.
	1.4	Consult with client to confirm their core business, operating environment, goals and objectives.
	1.5	Source valid and reliable information and intelligence to clarify client assets and analyse potential and actual security risks.
	1.6	Recognise own limitations in assessing security risks and access specialist resources or advice to meet client requirements.
2 Assess security risks and consequences to operations.	2.1	Develop risk assessment criteria comprising qualitative and quantitative measures.
	2.2	Apply risk assessment criteria to measure level of potential or existing security risk and associated consequences to client operations.
	2.3	Identify gaps in predetermined methodology to respond to changing risk context of client operations and modify risk assessment in consultation with relevant persons.
	2.4	Source additional required information to assess and confirm client security risk potential.
	2.5	Use information technologies to document and present security risk assessment in a format and style to meet workplace requirements.
3 Finalise risk assessment and present findings.	3.1	Identify countermeasures to overcome security risks associated with client operations and incorporate recommended strategies into final risk assessment.
	3.2	Finalise security risk assessment and check to ensure findings and recommendations are supported by verifiable information.

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3.3	Present final security risk assessment to relevant persons for feedback within agreed timeframes.
3.4	Use questioning and active listening to explain identified security risks and countermeasures to mitigate risk to client operations.
3.5	Complete and secure risk assessment documentation in a manner that facilitates future retrieval and maintains confidentiality.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to use clear explanations, active listening and questioning skills to convey and clarify information when assessing risks to client operations
- writing skills to document succinct and logically structured security risk assessments.

Unit Mapping Information

Supersedes and equivalent to CPPSEC4006A Assess risks.

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

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Assessment Requirements for CPPSEC4006 Conduct security risk assessment of client operations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4006A Assess risks. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by documenting and presenting comprehensive risk assessments of client operations for three different clients.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when conducting security risk assessments of client operations:
  - client service standards
  - licensing requirements in the security industry
  - regulatory requirements in the jurisdiction of operation
- application of *ISO 31000:2018 Risk management – Guidelines* when conducting security risk assessments of client operations
- changing risk context of client operations
- difference between information and intelligence in the context of security risk assessments
- methods for developing risk assessment criteria comprising qualitative and quantitative measures
- process of dynamic risk assessment and application of risk management using the hierarchy of controls
- type and nature of a range of security risks and countermeasures associated with workplace operations
- purpose of *Australia's Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack

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  - signs of chemical weapons attack and recommend response
  - general features of improvised explosive devices and recommended incident response
- ways that social and cultural differences may be expressed during client consultations.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- legislation, regulations, policies and procedures that apply to conducting security risk assessments in the jurisdiction of operation
- client specifications, information and intelligence, information technologies and resources required to achieve the performance evidence
- *ISO 31000:2018 Risk management – Guidelines*
- *Australia's Strategy for Protecting Crowded Places from Terrorism*.

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

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CPPSEC4007 Identify security threats and assess impact on client operations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4007A Assess threat. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to identify security threats and assess their impact on client operations. It includes analysing client operations and existing security arrangements, assessing assets and activities to determine their criticality to client operations, and conducting a consequence analysis to measure the impact of identified threats.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Analyse client operations and security arrangements.	1.1 Access and interpret key requirements of legislation, regulations and workplace policies and procedures and apply to work instructions to ensure compliance.

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	1.2	Consult with relevant persons to confirm threat assessment terms of reference, costs and timeframes.
	1.3	Consult with client to confirm their core business, operating environment, goals and objectives.
	1.4	Source valid and reliable information to clarify client assets and analyse existing security arrangements.
	1.5	Recognise own limitations in assessing security threats and access specialist resources or advice to meet client requirements.
2 Identify, assess and monitor security threats.	2.1	Develop threat assessment criteria comprising qualitative and quantitative measures.
	2.2	Evaluate gathered information and source additional required intelligence or information to ensure all relevant information is included in threat assessment.
	2.3	Apply threat assessment criteria to identify possible causes and sources of potential and existing security threats to client operations.
	2.4	Assess likelihood and realisation of identified threats to client operations.
	2.5	Systematically monitor identified threats and modify threat assessment to respond to changing roles, locations and operational stability.
3 Undertake threat consequence analysis.	3.1	Assess assets and activities to determine criticality to client operations.
	3.2	Assess reliability, availability and capacity of operational back-up systems for assets and activities.
	3.3	Assess threat impact on client operations to measure and analyse consequences.
	3.4	Confirm potential consequences of security threats in consultation with relevant persons.

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4	Finalise threat assessment and present findings.	4.1 Identify contingency arrangements to protect client operations and incorporate recommended strategies into final threat assessment.
		4.2 Finalise security threat assessment and check to ensure findings and recommendations are supported by verifiable information.
		4.3 Use information technologies to document and present security threat assessment in a format and style to meet workplace requirements.
		4.4 Present final security threat assessment to relevant persons for feedback within agreed timeframes.
		4.5 Use questioning and active listening to explain identified security threats and consequences and recommended contingency arrangements.
		4.6 Complete and secure threat assessment documentation in a manner that facilitates future retrieval and maintains confidentiality.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to use clear explanations, active listening and questioning skills to convey and clarify information when assessing client operations
- writing skills to document succinct and logically structured security threat assessments.

Unit Mapping Information

Supersedes and equivalent to CPPSEC4007A Assess threat.

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

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Assessment Requirements for CPPSEC4007 Identify security threats and assess impact on client operations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4007A Assess threat. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by documenting and presenting comprehensive threat assessments of client operations for three different clients.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when conducting security threat assessments of client operations:
  - client service standards
  - licensing requirements in the security industry
  - regulatory requirements in the jurisdiction of operation
- application of *ISO 31000:2018 Risk management – Guidelines* when conducting security threat assessments of client operations
- changing operational contexts for client operations
- difference between information and intelligence in the context of security threat assessments
- methods for developing threat assessment criteria comprising qualitative and quantitative measures
- methods for determining the criticality of assets and activities to client operations
- process of dynamic risk assessment and application of risk management when identifying and assessing security threats
- purpose of *Australia's Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack

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  - signs of chemical weapons attack and recommend response
  - general features of improvised explosive devices and recommended incident response
- threat assessment and consequence analysis techniques and processes
- type and nature of a range of security threats and countermeasures associated with workplace operations
- ways that social and cultural differences may be expressed during client consultations.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- legislation, regulations, policies and procedures that apply to security threat assessments in the jurisdiction of operation
- client specifications, information and intelligence, information technologies and resources required to achieve the performance evidence
- *ISO 31000:2018 Risk management – Guidelines*
- *Australia's Strategy for Protecting Crowded Places from Terrorism*.

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

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CPPSEC4008 Assess and prepare security tender submissions

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4008A Prepare a detailed tender. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to assess and prepare security tender submissions. It includes assessing security tender documentation to clarify specifications, timeframes and submission requirements, defining and costing tender content and finalising and submitting tenders within required timeframes.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Assess security tender requirements.	1.1 Source and assess tender documentation to clarify specifications, timeframes and submission requirements.
	1.2 Interpret key requirements of legislation, regulations and workplace policies and procedures and apply to tender specifications to ensure compliance when preparing

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		submission.
	1.3	Evaluate viability of providing security requirements against tender specifications and workplace priorities.
	1.4	Assess risk associated with tender specifications and plan risk management strategies according to workplace requirements.
	1.5	Discuss security tender specifications with relevant persons to identify and clarify issues associated with tender submission.
2 Define, document and cost tender deliverables.	2.1	Define and document project timelines, stages, activities and deliverables to meet tender specifications.
	2.2	Assess specific resources required to meet tender specifications against capacity to deliver.
	2.3	Apply workplace rate schedules to cost tender requirements.
	2.4	Identify assistance required to meet tender specifications and plan contingency arrangements in consultation with relevant persons.
3 Finalise security tender submission.	3.1	Use technology to prepare tender submission in the required style and format.
	3.2	Check to ensure tender submission content is accurate and meets all tender specifications.
	3.3	Forward tender submission to relevant persons for feedback and make required edits.
	3.4	Lodge tender submission within required timeframes.
	3.5	Complete and secure tender documentation in a manner that facilitates future retrieval and maintains confidentiality.

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Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to accurately interpret key requirements of security tender criteria and conditions
- writing skills to prepare succinct tender submissions that accurately respond to tender specifications
- numeracy skills to calculate and cost provision of security products and services against workplace rate schedules.

Unit Mapping Information

Supersedes and equivalent to CPPSEC4008A Prepare a detailed tender.

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

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Assessment Requirements for CPPSEC4008 Assess and prepare security tender submissions

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4008A Prepare a detailed tender. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by assessing and preparing three security tender submissions that respond to specifications for the provision of different products or services.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when assessing and preparing security tender submissions:
  - client service standards
  - licensing requirements in the security industry
  - regulatory requirements associated with tendering for security products and services
- content, format and presentation requirements for security tender submissions
- financial and legal requirements for assessing and preparing security tender submissions
- tender management, assessment, preparation, submission and review processes
- tender specifications and confidentiality requirements applicable to security tendering
- workplace products and services provided through employee and subcontractor arrangements
- workplace rate schedules for providing security products and services
- workplace resources, capacities and capabilities.

Assessment Conditions

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

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All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- legislation, regulations, policies and procedures that apply to assessing and preparing security tender submissions in the jurisdiction of operation
- tender information and specifications, information technologies and resources 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

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CPPSEC4009 Interpret electronic information from advanced technology security systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4009A Interpret information from advanced security equipment. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to interpret electronic information while operating advanced technology security systems. It includes identifying and responding to security risk situations, maintaining operational performance of systems and backing-up systems and data.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Evaluate electronic information from advanced technology	1.1 Access and interpret key requirements of legislation, regulations and workplace policies and procedures and apply to work instructions to ensure compliance.

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	security system.	1.2 Operate and monitor security system in accordance with manufacturers' instructions.
		1.3 Receive electronic data and verify source and authenticity.
		1.4 Cross-check security system with companion monitoring systems to ensure accurate and consistent information exchange.
		1.5 Interpret and evaluate received electronic security information in accordance with workplace requirements.
2	Respond to security risk situations.	2.1 Identify and assess potential security risk situation from received electronic information.
		2.2 Accurately input data to implement a prompt and effective security response.
		2.3 Vary security response to respond to changing circumstances and request additional support or specialist advice required to ensure safety and security of people and property.
		2.4 Monitor security response while maintaining continual information exchange with relevant persons.
		2.5 Record and report security response information to relevant persons.
3	Maintain advanced technology security system.	3.1 Monitor and test security system to confirm performance is within defined operating guidelines.
		3.2 Implement preventative or breakdown maintenance procedures following manufacturers' instructions.
		3.3 Identify and report actual or suspected faults or deficiencies in security system.
		3.4 Implement back-up procedures to maintain integrity of security system and data.
		3.5 Complete and secure security response and system maintenance documentation in accordance with workplace and regulatory requirements.

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Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to use clear explanations, active listening and questioning skills to convey and clarify instructions when monitoring security response.

Unit Mapping Information

Supersedes and equivalent to CPPSEC4009A Interpret information from advanced security equipment.

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

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Assessment Requirements for CPPSEC4009 Interpret electronic information from advanced technology security systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4009A Interpret information from advanced security equipment. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by interpret electronic information from three different types of advanced technology security systems.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when interpreting electronic information from advanced technology security systems:
  - duty of care
  - information privacy and confidentiality
  - licensing requirements in the security industry
  - regulatory requirements in the jurisdiction of operation
  - workplace health and safety
- back-up procedures for a range of advanced technology security systems
- common faults and malfunctions in advanced technology security systems
- common keypad and control panel types and functions associated with a range of advanced technology security systems
- documentation to be completed when interpreting electronic information from advanced technology security systems and responding to security risk situations
- methods for cross-checking advanced technology security systems with companion monitoring systems to ensure accurate and consistent information exchange
- operating principles and functions of a range of common advanced technology security systems
- procedures for communicating and collaborating with emergency services

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- procedures for finding faults, maintaining and repairing advanced technology security systems
- procedures for inputting data into a range of advanced technology security systems
- procedures for testing monitoring parameters
- procedures for verifying authenticity and consistency of received electronic information
- process of dynamic risk assessment and risk management using the hierarchy of controls
- purpose of *Australia's Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack
  - signs of chemical weapons attack and recommend response
  - general features of improvised explosive devices and recommended incident response
- types of situations requiring security response when interpreting electronic information from security systems.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- legislation, regulations and codes of practice that apply to operating and controlling advanced technology security systems in the jurisdiction of operation
- work instructions, documentation and advanced technology security systems required to achieve the performance evidence
- *Australia's Strategy for Protecting Crowded Places from Terrorism*.

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

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CPPSEC4010 Manage monitoring centre operations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4010A Manage monitoring centres. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to manage monitoring centre operations. It includes managing operations and resources within budget parameters, supervising electronic security data monitoring and alarm response activities to ensure compliance with client instructions, and reviewing operational outcomes to identify procedural improvements.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Prepare for monitoring centre operations.	1.1 Access and interpret key requirements of legislation, regulations and workplace policies and procedures and apply to work instructions to ensure compliance.
	1.2 Review *AS 2201.2-2004 Intruder alarm systems, Part 2: Monitoring centres* to understand requirements for

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		operating electronic security systems and apply to monitoring centre operations to ensure compliance.
	1.3	Obtain and review work instructions and operational documentation to clarify monitoring centre systems, technologies and staffing requirements.
	1.4	Confirm operational budget and delegations and clarify agreed limits and allocations.
	1.5	Check and confirm correct operation and connection of security systems, equipment and technologies and record and report faults or required maintenance.
	1.6	Confirm roles and responsibilities of monitoring centre personnel and clarify client instructions for security monitoring in consultation with relevant persons.
	1.7	Instruct relevant persons on procedures for identifying faults or deficiencies in security equipment, backing up systems and data, and arranging preventative and breakdown maintenance.
2 Supervise monitoring and alarm response.	2.1	Systematically monitor correct operation and performance of security systems, equipment and technologies.
	2.2	Monitor receipt, interpretation and transmission of electronic security data to verify compliance with client instructions and workplace procedures.
	2.3	Identify processing or transmission errors and implement required remedial actions.
	2.4	Recognise alarm event and consult with relevant persons to provide instructions and ensure response and security status meets client requirements.
	2.5	Identify factors impacting alarm response and implement contingency actions to resolve alarm event and maintain security to meet client instructions.
	2.6	Organise security data backup to meet legislative and workplace requirements.
3 Review and complete	3.1	Supervise change of shift procedures ensuring

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monitoring centre operations.		monitoring and system continuity.
	3.2	Review monitoring centre operations to identify procedural improvements for future operations.
	3.3	Complete and secure monitoring centre documentation in accordance with workplace and regulatory requirements.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to use clear explanations, active listening and questioning skills to convey and clarify operational information.

Unit Mapping Information

Supersedes and equivalent to CPPSEC4010A Manage monitoring centres.

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

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Assessment Requirements for CPPSEC4010 Manage monitoring centre operations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4010A Manage monitoring centres. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by managing monitoring centre operations involving responses to at least 30 alarm events.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when managing monitoring centre operations:
  - duty of care
  - information privacy and confidentiality
  - licensing requirements in the security industry
  - regulatory requirements in the jurisdiction of operation
  - workplace health and safety (WHS)
- application of *AS 2201.2-2004 Intruder alarm systems, Part 2: Monitoring centres* when operating electronic security systems
- approved communication terminology, call signs and radio channels used in the security industry
- categories of alarm events and procedures for responding to each category
- customer service standards
- key principles of team dynamics, team leadership and management
- methods for operating monitoring centres within budgetary and resource parameters
- methods for verifying polling connections
- monitoring centre grading and certification requirements in Australia
- operational functions of a range of electronic security equipment and operating systems used in monitoring centres
- procedures for allocating and replacing security systems and equipment used in monitoring centres
- procedures for change of shift

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- procedures for door, alarms, time clock, subsequent and further alarms and monitoring
- procedures to back-up and protect security data
- purpose and objectives of *National Police Alarm Activation Response Guideline*
- roles and responsibilities of monitoring centre personnel
- types of alarm events that may require response such as duress alarms, intrusion alarms, air conditioning alarms, smoke alarms, vehicle global positioning system and satellite tracking
- types of alarm transmission technologies including wireless and internet protocol monitoring and dialler monitoring
- ways that social and cultural differences may be expressed.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- legislation, regulations and codes of practice that apply to monitoring centres in the jurisdiction of operation
- work instructions, security systems, equipment, technologies and staff required to achieve the performance evidence
- *AS 2201.2-2004 Intruder alarm systems, Part 2: Monitoring centres*
- *National Police Alarm Activation Response Guideline*.

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

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CPPSEC4011 Manage field staff activity and incident response from control room

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4011A Coordinate field staff activity from control room. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to manage field staff activity and incident response from a control room. It includes using security systems and technologies to monitor security operations, control field staff activity and coordinate security responses to incidents while maintaining continual exchange of information with field staff and others involved in the response. It includes reporting and reviewing operational outcomes to identify procedural improvements.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Prepare for control room operations.	1.1 Access and interpret key requirements of legislation, regulations and workplace policies and procedures, including work health and safety (WHS), and apply to

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		control room operations to ensure compliance.
	1.2	Obtain and review shift and operational documentation to clarify work instructions and security operations.
	1.3	Check and confirm correct operation of security systems and technologies and record and report faults or maintenance requirements.
	1.4	Cross-check systems and equipment with companion monitoring systems and confirm accurate and consistent information exchange.
	1.5	Confirm roles and responsibilities of control room and field staff and consult with relevant persons to explain operational information and instructions.
	1.6	Establish control room communication processes and chain of command in consultation with relevant persons.
	1.7	Identify and assess anticipated risks associated with security operations and deployed field staff and implement required risk control measures.
2 Control field staff activity.	2.1	Operate security systems and technologies to systematically monitor security operations and field staff activity.
	2.2	Receive and interpret security information and alarm and assess incident nature and risk.
	2.3	Deploy field staff to carry out security response proportionate to the nature of incident and risk.
	2.4	Conduct regular and systematic checks with field staff to provide information and directions and to maintain security.
	2.5	Respond promptly to irregular or non-responses from field staff to maintain safety and security of people, property and premises.
	2.6	Receive, confirm and respond to requests for assistance in accordance with workplace requirements.
	2.7	Identify factors affecting achievement of security operations and vary operational plans in consultation with relevant persons.

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3	Coordinate security response to incident.	3.1 Identify incident and formulate security response in accordance with workplace and regulatory requirements.
		3.2 Promptly implement security response and allocate required resources while maintaining continual exchange of information with field staff and relevant persons.
		3.3 Anticipate contingency requirements and vary response to maximise safety and security of people and property.
4	Review and complete control room operations.	4.1 Supervise change of shift procedures ensuring monitoring and system continuity.
		4.2 Develop operational report including detailed incident and response observations.
		4.3 Review control room operations to identify procedural improvements for future operations.
		4.4 Complete and secure operational documentation in accordance with workplace and regulatory requirements.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to give clear instructions, active listening and questioning skills to convey and clarify operational information when deploying field staff.

Unit Mapping Information

Supersedes and equivalent to CPPSEC4011A Coordinate field staff activity from control room.

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

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Assessment Requirements for CPPSEC4011 Manage field staff activity and incident response from control room

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4011A Coordinate field staff activity from control room. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by managing field staff activity and incident response from a control room to respond to six different incidents:

- different security risk scenarios must be covered in each incident
- at least three incident responses must require assistance from emergency services personnel
- at least one procedural improvement must be identified with each security response.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when managing field staff activity and incident response from a control room:
  - casinos and gaming
  - counter terrorism
  - duty of care
  - information privacy and confidentiality
  - licensing requirements in the security industry
  - regulatory requirements in the jurisdiction of operation
  - surveillance
  - workplace health and safety
- approved communication terminology, call signs and radio channels used in the security industry
- chain of command associated with control room operation
- communication formats relating to security systems including high speed and contact ID
- crowd behaviour, dynamics and movement patterns that can threaten security

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- current national terrorism threat level and context
- difference between local and monitored alarms
- factors that may indicate escalation of conflict or risk and situations requiring specialist assistance
- key principles of team dynamics, team leadership and management
- operational principles of a range of security systems, equipment and software used in control rooms
- procedures for change of shift
- procedures for communicating and collaborating with emergency services
- procedures for deploying field staff to respond to security risks and incidents
- procedures for preparing, storing and retrieving surveillance footage
- process of dynamic risk assessment and how it is applied
- purpose of *Australia's Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack
  - signs of chemical weapons attack and recommended response
  - general features of improvised explosive devices and recommended incident response
- range of typical security risk or incident situations and appropriate response procedures implemented from a control room
- roles and responsibilities of field staff
- signs of possible harassment or assault
- surveillance recording systems (digital and analogue) and interfaces
- the phonetic alphabet and how it is used when managing field staff from a control room
- types of computer operating systems used in a control room
- types of behavioural anomalies and suspect behaviours that can indicate criminal activity, hostile reconnaissance or the potential for terrorist activity
- types of detectors monitored from a control room including passive infrared sensor and dual tech
- ways that social and cultural differences may be expressed.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

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Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- legislation, regulations and codes of practice that apply to control room operations in the jurisdiction of operation
- work instructions, security equipment, technologies and field staff required to achieve the performance evidence
- *Australia's Strategy for Protecting Crowded Places from Terrorism*.

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

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CPPSEC4012 Assess security vulnerabilities of assets

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4012A Identify and assess security of assets. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to assess the security vulnerabilities of client assets based an analysis of asset types, use, ownership and value. It includes auditing security risk control mechanisms and incident reporting measures and testing their operational effectiveness to identify failures and recommend treatment options.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 List client assets and confirm status.	1.1 Access and interpret key requirements of legislation, regulations and workplace policies and procedures and apply to work instructions to ensure compliance.
	1.2 Consult with relevant persons to confirm the location and nature of all assets and clarify client security objectives

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		in relation to each asset.
	1.3	Source valid and reliable information to confirm the value of all client assets in consultation with relevant persons.
	1.4	Document listing of client assets and valuations in a format suitable for analysis.
	1.5	Conduct analysis to confirm asset types, use, ownership and value.
	1.6	Recognise own limitations in assessing asset security vulnerabilities of client and access specialist resources or advice to meet client requirements.
2 Assess security risk control mechanisms to identify asset vulnerabilities.	2.1	Identify and assess methods for accessing client assets.
	2.2	Conduct audit of existing and planned security risk control mechanisms and incident reporting measures.
	2.3	Obtain and review operating parameters for identified risk control mechanisms to plan testing methods.
	2.4	Test operational effectiveness of risk control mechanisms to identify actual and potential failures and report the results to relevant persons.
3 Finalise and present asset security vulnerability assessment.	3.1	Finalise asset security vulnerability assessment including recommendations to treat identified security risks, and check to ensure findings and recommendations are supported by verifiable information.
	3.2	Use information technologies to document and present asset security vulnerability assessment in a format and style to meet workplace requirements.
	3.3	Present final asset security vulnerability assessment to relevant persons for feedback within agreed timeframes.
	3.4	Use questioning and active listening to explain identified security vulnerabilities and recommended treatments.
	3.5	Complete and secure asset assessment documentation in a manner that facilitates future retrieval and maintains confidentiality according to workplace and regulatory

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requirements.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to use clear explanations, active listening and questioning skills to convey and clarify information when assessing asset vulnerabilities
- writing skills to document succinct and logically structured client advice.

Unit Mapping Information

Supersedes and equivalent to CPPSEC4012A Identify and assess security of assets.

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

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Assessment Requirements for CPPSEC4012 Assess security vulnerabilities of assets

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4012A Identify and assess security of assets. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by documenting and presenting comprehensive assessments of the security vulnerabilities of assets for three different clients involving at least three of the following types of assets:

- buildings
- critical infrastructure
- equipment
- information systems
- people.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when assessing the security vulnerabilities of assets:
  - client service standards
  - licensing requirements in the security industry
  - regulatory requirements in the jurisdiction of operation
- application of *ISO 31000:2018 Risk management – Guidelines* when assessing security vulnerabilities of assets
- audit techniques used when assessing existing and planned security risk control and reporting mechanisms for client assets
- difference between crowded places and critical infrastructure
- factors that may influence value of client assets
- methods for testing operational effectiveness of assets and risk control mechanisms
- methods for validating the reliability of information used to assess security vulnerabilities of assets
- risk assessment techniques
- sources and types of information used to confirm asset status and values

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- type and nature of a range of security risks to client assets and control measures for each
- types of client assets that may require protection from security risks
- understanding of ways that assets are valued:
  - criticality to operations
  - depreciated value
  - formal valuation
  - personal value to client
  - purchase price
  - replace cost
- ways that social and cultural differences may be expressed during client consultations.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- legislation, regulations, policies and procedures that apply to assessing the security vulnerabilities of client assets in the jurisdiction of operation
- client information and specifications, information technologies and resources required to achieve the performance evidence
- *ISO 31000:2018 Risk management – Guidelines.*

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

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CPPSEC4014 Commission and decommission networked security systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4014A Commission and decommission networked security system. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to commission and decommission a range of networked security systems. Commissioning includes establishing equipment interconnections and parameters, installing software, setting configurations, loading hardware data, testing performance and securing systems over internet protocol (IP) networks. Decommissioning includes isolating existing services and terminating energy sources.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Prepare to commission and decommission	1.1 Access and interpret key requirements of legislation, regulations and workplace policies and procedures and

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networked security system.		apply to work instructions to ensure compliance.
	1.2	Review work instructions to confirm client and site requirements and work timeframes.
	1.3	Review *AS/NZS 2201.1:2007 Intruder alarm systems – Client's premises – Design, installation, commissioning and maintenance* (AS/NZS 2201) and National Construction Code (NCC) to understand and apply requirements associated with commissioning and decommissioning networked security systems.
	1.4	Review networked security system architecture and configuration documentation and source information to clarify commissioning and decommissioning requirements.
	1.5	Review and comply with work health and safety (WHS) requirements when carrying out work instructions.
2 Plan and organise work tasks.	2.1	Plan and prioritise work tasks allowing sufficient time to meet work instructions.
	2.2	Select and organise required materials, tools, testing devices and equipment including personal protective equipment and check for safe and correct operation.
	2.3	Arrange access to networked security systems for commissioning and decommissioning in consultation with relevant persons.
	2.4	Identify hazards in the work area and apply risk control measures.
	2.5	Use safe work practices when working with electronic equipment and cables according to WHS requirements.
3 Commission networked security system.	3.1	Access networked security system and confirm equipment interconnections and parameters.
	3.2	Review system specifications and confirm equipment interconnections and parameters.
	3.3	Set up non-software configurations and confirm software is installed and hardware data loaded.

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	3.4	Conduct performance tests to ensure operation meets prescribed parameters and specifications.
	3.5	Conduct procedures to ensure security of system connections over IP network.
	3.6	Identify, document and report malfunctions or deviations from recommended specifications.
	3.7	Conduct hand-over of commissioned networked security system.
4 Decommission networked security system.	4.1	Confirm networked security system for decommissioning.
	4.2	Isolate existing services to protect operation of existing structures in consultation with relevant persons.
	4.3	Safely terminate sources of energy according to manufacturers' instructions and WHS requirements.
	4.4	Remove networked security system and components according to work instructions.
5 Finalise commissioning and decommissioning activities and documentation.	5.1	Complete and secure commissioning and decommissioning documentation to maintain client confidentiality according to workplace and regulatory requirements.
	5.2	Notify work completion to relevant persons.
	5.3	Check tools and equipment for faults, wear or damage and rectify or report problems.
	5.4	Clean and restore work area, remove waste caused by work tasks and dispose of decommissioned security system and components according to workplace requirements.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

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- reading skills to interpret key requirements of:
  - specifications for networked system architecture and configuration
  - plans and specifications when locating networked security system and components for commissioning and decommissioning
  - Australian standards, NCC and manufacturers' instructions
- numeracy skills to interpret multimeter readings when testing commissioned networked security system.

Unit Mapping Information

Supersedes and equivalent to CPPSEC4014A Commission and decommission networked security system.

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

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Assessment Requirements for CPPSEC4014 Commission and decommission networked security systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4014A Commission and decommission networked security system. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by commissioning and decommissioning two different types of networked security systems.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when commissioning and decommissioning networked security systems:
  - licensing requirements and limits of own authority
  - requirements for complying with Australian Communications and Media Authority cabling rules
  - regulatory requirements in the jurisdiction of operation
  - work health and safety
- application of *AS/NZS 2201.1:2007 Intruder alarm systems – Client's premises – Design, installation, commissioning and maintenance* (AS/NZS 2201) and National Construction Code (NCC) when commissioning and decommissioning of security equipment and systems installed at clients' premises
- basic carpentry techniques used when commissioning and decommissioning security equipment and systems
- cable identification and termination methods and techniques
- common computer commands used to verify and manage internet protocol and network performance
- documentation to be completed when commissioning and decommissioning security equipment and systems
- fundamentals of routers, switches, firewalls and wireless access points
- fundamentals of scripting language

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- keypad and control panel types and functions for a range of security equipment and systems
- local area network and wide area network capabilities
- meaning of multiple form factor authentication
- principles of security system networking and integration including IP addresses and devices
- methods for ensuring IP networked systems and equipment are properly secured
- methods for installing software, setting non-software configurations and confirming hardware data is loaded when commissioning networked security systems
- procedures for isolating existing services
- procedures for safely terminating sources of energy when decommissioning networked security systems
- soldering and drilling techniques used when commissioning and decommissioning networked security systems
- testing procedures for commissioning a range of networked security systems:
  - access control systems
  - audible and visual warning devices
  - cameras and monitors
  - commercial and residential alarm systems
  - detection devices
  - electronic and mechanical fire safety and fire locking systems
  - electronic locks and locking systems
  - electronic readers
  - electronic screen equipment
  - intercoms and control panels
  - security doors and door controls
- materials, tools, testing devices and equipment including personal protective equipment (PPE) used when commissioning and decommissioning networked security systems
- network testing and monitoring tools and commands used to check network connectivity and continuity
- types and functions of computer software associated with networked security systems
- types of earthing systems used in electrical installations
- types of electrical connections and circuits encountered when commissioning and decommissioning networked security systems, and circuit protection requirements
- typical hazards encountered when commissioning and decommissioning networked security systems and the control measures for each:
  - confined spaces
  - electrical
  - hazardous materials and chemicals
  - people in the work area
  - power tools
  - vermin

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- work at heights.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- legislation and licensing requirements that apply to commissioning and decommissioning networked security systems in the jurisdiction of operation
- work instructions, documentation, networked security equipment and systems, PPE, tools and materials required to achieve the performance evidence
- AS/NZS 2201
- NCC.

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

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CPPSEC4015 Maintain networked security systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4015A Maintain networked security system. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to maintain a range of networked security systems. It includes assessing system architecture and configurations and formulating suitable maintenance strategies against budgetary constraints and risks to continuity of client operations. It also includes monitoring system performance, performing back-ups and hardware and software updates, identifying operational irregularities and faults, and implementing required repairs and maintenance.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Formulate maintenance strategy for networked security system.	1.1 Access and interpret key requirements of legislation, regulations and workplace policies and procedures, including work health and safety (WHS), and apply to work instructions to ensure compliance.

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	1.2	Review work instructions to confirm client and site requirements and work timeframes.
	1.3	Review *AS/NZS 2201.1:2007 Intruder alarm systems – Client's premises – Design, installation, commissioning and maintenance* (AS/NZS 2201) to understand requirements associated with maintaining networked security systems and apply to work instructions.
	1.4	Review networked security system architecture and configuration documentation to confirm requirements to maintain operational effectiveness.
	1.5	Confirm warranty status of networked security system components, software and hardware.
	1.6	Assess maintenance options against budgetary constraints and risk to continuity of client operations.
	1.7	Finalise and schedule maintenance strategy that ensures optimal operational performance of networked security system and software.
2 Plan and organise work tasks.	2.1	Plan and prioritise work tasks allowing sufficient time to meet work instructions.
	2.2	Select and organise required materials, tools, testing devices and equipment including personal protective equipment and check for safe and correct operation.
	2.3	Arrange access to networked security system in consultation with relevant persons.
	2.4	Identify hazards in the work area and apply risk control measures.
	2.5	Use safe work practices when working with electronic equipment and cables according to WHS requirements.
3 Monitor effectiveness of networked security system.	3.1	Access networked security system with minimal disruption to services and others in the work area.
	3.2	Systematically monitor and assess networked security system operation against performance indicators to determine hardware and software performance and

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		reliability.
	3.3	Monitor security and access features of networked security system to confirm information security and integrity.
	3.4	Review and maintain system performance and audit reports according to workplace requirements.
4 Implement preventative maintenance procedures.	4.1	Routinely implement networked security system back-up procedures.
	4.2	Routinely update and maintain anti-virus software and mechanisms to secure internet protocol networks.
	4.3	Carry out repairs or adjustments to networked security system within scope of own competence and according to maintenance strategy and manufacturers' instructions.
	4.4	Identify, diagnose and rectify system irregularities or faults and refer complex faults for specialist attention according to manufacturers' instructions.
5 Finalise maintenance and complete documentation.	5.1	Reinstate networked security system and confirm correct operation and connections.
	5.2	Notify completion of work to relevant persons.
	5.3	Complete maintenance documentation detailing repairs undertaken and identified faults according to workplace and regulatory requirements.
	5.4	Check tools and equipment for faults, wear or damage and rectify or report problems.
	5.5	Restore work area to original condition and remove waste caused by maintenance tasks.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to interpret key requirements of:

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- specifications for networked system architecture and configuration
- plans and specifications when locating networked security system and components for maintenance
- Australian standards and manufacturers' instructions
- numeracy skills to interpret multimeter readings when maintaining networked systems.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC4015A Maintain networked security system.

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

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Assessment Requirements for CPPSEC4015 Maintain networked security systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4015A Maintain networked security system. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by maintaining three different networked security systems.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when maintaining security systems:
  - licensing requirements and limits of own authority
  - requirements for complying with Australian Communications and Media Authority cabling rules
  - regulatory requirements in the jurisdiction of operation
  - work health and safety
- cable identification, termination and connection procedures associated with repairing networked security systems
- common computer commands used to verify and manage internet protocol and network performance
- documentation to be completed when maintaining security systems to ensure compliance with licensing and warranty requirements
- fundamentals of routers, switches, firewalls and wireless access points
- fundamentals of scripting language
- keypad and control panel types and functions for a range of security equipment and systems
- local area network and wide area network capabilities
- meaning of multiple form factor authentication
- principles of security system networking and integration including IP addresses and devices
- methods for ensuring IP networked systems and equipment are properly secured

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- maintenance procedures for a range of networked security systems and repairs permitted within scope of own role, authority and competence
- maintenance strategies for networked security systems
- methods for reinstating networked systems and equipment and ensuring they are properly secured over IP networks
- security equipment calibration requirements
- techniques for recognising routine and complex faults in networked security systems
- tests to confirm security system functionality
- tools and equipment including personal protective equipment (PPE) used when maintaining networked security systems
- types, functions and features of a range of networked security systems and components:
  - access control systems
  - audible and visual warning devices
  - cameras and monitors
  - commercial and residential alarm systems
  - detection devices
  - electronic and mechanical fire safety and fire locking systems
  - electronic locks and locking systems
  - electronic readers
  - electronic screen equipment
  - intercoms and control panels
  - security doors and door controls
- types of earthing systems used in electrical installations
- typical hazards encountered when maintaining networked security systems and the control measures for each:
  - confined spaces
  - electrical
  - hazardous materials and chemicals
  - hidden utilities
  - people in the work area
  - power tools
  - vermin.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

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Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- legislation and licensing requirements that apply to maintaining networked security systems in the jurisdiction of operation
- work instructions, documentation, networked security equipment and systems, manufacturers' instructions, PPE and tools 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

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CPPSEC4016 Install networked security systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4016A Install networked security system. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to install a range of networked security systems. It includes installing and configuring a range of software, hardware and new components in a network and performing tests to determine operational effectiveness.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Prepare to install networked security system.	1.1 Access and interpret key requirements of legislation, regulations and workplace policies and procedures, including work health and safety (WHS), and apply to work instructions to ensure compliance.
	1.2 Review work instructions to confirm client and site requirements and work timeframes.

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	1.3	Review *AS/NZS 2201.1:2007 Intruder alarm systems – Client's premises – Design, installation, commissioning and maintenance* (AS/NZS 2201) and National Construction Code (NCC) to understand and apply requirements associated with installing networked security systems.
	1.4	Review security system architecture and configuration documentation and source information to clarify installation requirements.
	1.5	Confirm location and availability of networked security system components.
2 Plan and organise work tasks.	2.1	Plan and prioritise work tasks allowing sufficient time to meet work instructions.
	2.2	Select and organise required materials, tools, testing devices and equipment including personal protective equipment and check for safe and correct operation.
	2.3	Arrange access to installation site in consultation with relevant persons.
	2.4	Identify hazards in the work area and apply risk control measures.
	2.5	Use safe work practices when working with electronic equipment and cables according to WHS requirements.
3 Perform installation of networked security system.	3.1	Obtain authorisation to install networked security system according to workplace requirements.
	3.2	Isolate circuits according to WHS requirements.
	3.3	Install cabling and check to ensure compliance with regulatory requirements.
	3.4	Install networked security system hardware, software and components according to manufacturers' instructions.
	3.5	Configure system hardware and software according to manufacturers' instructions and work instructions.
	3.6	Conduct procedures to ensure security of system

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		connections over internet protocol network.
	3.7	Conduct performance tests to ensure system operation meets prescribed parameters and specifications.
4 Finalise installation and documentation.	4.1	Complete and secure installation documentation to maintain client confidentiality.
	4.2	Notify work completion to relevant persons.
	4.3	Check tools and equipment for faults, wear or damage and rectify or report problems.
	4.4	Clean and restore work area and remove waste caused by installation tasks.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to interpret key requirements of:
  - specifications for networked system architecture and configuration
  - plans and specifications when locating networked security system and components for installation
  - Australian standards, NCC and manufacturers' instructions
- numeracy skills to interpret multimeter readings when testing installed networked security system.

Unit Mapping Information

Supersedes and equivalent to CPPSEC4016A Install networked security system.

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

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Assessment Requirements for CPPSEC4016 Install networked security systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4016A Install networked security system. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by installing three different networked security systems.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when installing networked security systems:
  - licensing requirements and limits of own authority
  - requirements for complying with Australian Communications and Media Authority cabling rules
  - regulatory requirements in the jurisdiction of operation
  - work health and safety
- application of *AS/NZS 2201.1:2007 Intruder alarm systems – Client's premises – Design, installation, commissioning and maintenance* (AS/NZS 2201) and National Construction Code (NCC) when installing networked security systems
- basic carpentry techniques used when installing networked security systems
- cable identification and termination methods and techniques
- common computer commands used to verify and manage internet protocol and network performance
- documentation to be completed when installing networked security systems
- fundamentals of routers, switches, firewalls and wireless access points
- fundamentals of scripting language
- keypad and control panel types and functions for a range of security equipment and systems
- local area network and wide area network capabilities
- materials, tools, testing devices and equipment including personal protective equipment (PPE) used when installing networked security systems

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- meaning of multiple form factor authentication
- methods for ensuring IP networked systems and equipment are properly secured
- methods for installing software, setting non-software configurations and confirming hardware data is loaded when installing networked security systems
- network testing and monitoring tools and commands used to check network connectivity and continuity
- principles of security system networking and integration including IP addresses and devices
- procedures for isolating existing services
- soldering and drilling techniques used when installing networked security systems
- testing procedures for checking the correct operation of a range of networked security systems:
  - access control systems
  - audible and visual warning devices
  - cameras and monitors
  - commercial and residential alarm systems
  - detection devices
  - electronic and mechanical fire safety and fire locking systems
  - electronic locks and locking systems
  - electronic readers
  - electronic screen equipment
  - intercoms and control panels
  - security doors and door controls
- types and functions of computer software associated with networked security systems
- types of earthing systems used in electrical installations
- types of electrical connections and circuits that may be encountered when installing networked security systems, and circuit protection requirements
- typical hazards encountered when installing networked security systems and the control measures for each:
  - confined spaces
  - electrical
  - hazardous materials and chemicals
  - people in the work area
  - power tools
  - vermin
  - work at heights.

Assessment Conditions

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

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All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- legislation and licensing requirements that apply to networked security system installations in the jurisdiction of operation
- work instructions, documentation, networked security equipment and systems, PPE, tools and materials required to achieve the performance evidence
- AS/NZS 2201
- NCC.

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

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CPPSEC4017 Design security system configurations and specifications

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4017A Determine security system configurations. Updated to meet the Standards for Training Packages

Application

This unit specifies the skills and knowledge required to design security system configurations and specifications. It includes researching system requirements and formulating viable design solutions that meet client requirements within budget and quality constraints. It also includes validating the quality and suitability of the design to meet the intended purpose and preparing detailed and accurate security system schematics and specifications.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

Nil.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Research security system requirements.	1.1 Access and interpret key requirements of legislation, regulations and workplace policies and procedures and apply to work instructions to ensure compliance.

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	1.2	Review work instructions to confirm client and site requirements and work timeframes.
	1.3	Consult with relevant persons to determine security system performance requirements, budget and quality constraints.
	1.4	Review *AS/NZS 2201.1:2007 Intruder alarm systems – Client's premises – Design, installation, commissioning and maintenance* (AS/NZS 2201) and National Construction Code (NCC) to understand and apply requirements for designing security system configurations and specifications.
	1.5	Assess client documentation to identify actual and potential security risks to client operations.
	1.6	Conduct research and formulate security system design options to meet client requirements and control identified security risks.
2 Validate security system design.	2.1	Evaluate design options and select preferred security system configurations to meet site and client requirements.
	2.2	Prepare system architectural and service specifications that address performance, maintenance and fault tolerance parameters.
	2.3	Check and confirm compatibility of existing and proposed systems and equipment against plans and technical specifications.
	2.4	Specify equipment and materials that best meet design specifications and client requirements.
	2.5	Finalise security system design and check to ensure schematics and specifications provide sufficient detail to enable accurate costings to be calculated.
3 Finalise and report security system configurations and specifications.	3.1	Use information technology to clearly and accurately document security system design within required timeframes, budget and quality constraints.
	3.2	Seek feedback on recommendations and make required

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adjustments to obtain client acceptance of proposed security system design.

3.3 Complete and securely store documentation in a manner that facilitates future retrieval and maintains confidentiality.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to interpret key requirements of:
  - drawing and drafting symbols
  - plans, drawings and specifications in diagrammatic and schematic formats
  - Australian standards, NCC and manufacturers' instructions
- writing skills to draw accurate plans and schematics when configuring security systems.

Unit Mapping Information

Supersedes and equivalent to CPPSEC4017A Determine security system configurations.

Links

Companion volumes to this training package are available at the VETNet website - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad

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Assessment Requirements for CPPSEC4017 Design security system configurations and specifications

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4017A Determine security system configurations. Updated to meet the Standards for Training Packages

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by designing security system configurations and specifications to meet the differing requirements of three clients.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when designing security system configurations and specifications:
  - licensing requirements
  - regulatory requirements in the jurisdiction of operation
  - requirements for complying with Australian Communications and Media Authority cabling rules
  - work health and safety
- application of *AS/NZS 2201.1:2007 Intruder alarm systems – Client's premises – Design, installation, commissioning and maintenance* (AS/NZS 2201) and National Construction Code (NCC) when designing security systems for installation at client premises
- building construction methods and types
- configuration options for a range of security equipment and systems
- design considerations for security system installations at different client sites
- documentation to be completed when designing security system configurations and specifications
- materials, tools and equipment used when designing security system configurations and specifications
- principles of security system design, specifications and configurations
- principles of security system programming and configuring
- techniques for drawing and drafting used when specifying and configuring security system installations

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- types and functions of a range of security equipment and systems
- types of budget and quality constraints that can impact design of security systems
- types of security risk factors associated with client sites.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- legislation and licensing requirements that apply to security system design in the jurisdiction of operation
- work instructions and documentation, client information, security equipment and system, tools and materials required to achieve the performance evidence
- AS/NZS 2201
- NCC.

Links

Companion volumes to this training package are available at the VETNet website - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad

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CPPSEC4018 Program and configure networked security systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4018A Configure security devices on IT networks. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to program and configure a range of security systems and networks. It includes identifying configuration requirements and parameters for the type of security system and network, and conducting programming, configurations and testing to ensure the system operates correctly and meets client requirements.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

Nil.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Confirm security system and network requirements.	1.1 Access and interpret key requirements of legislation, regulations and workplace policies and procedures, including work health and safety (WHS), and apply to work instructions to ensure compliance.

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	1.2	Review work instructions to confirm client requirements and work timeframes.
	1.3	Obtain and confirm security system installation specifications and network configurations.
	1.4	Review installation documentation to confirm equipment, cabling and connection requirements.
	1.5	Check proposed configurations against operational parameters and specifications for security system and type of network.
2 Plan and organise work tasks.	2.1	Plan and prioritise work tasks allowing sufficient time to meet work instructions.
	2.2	Select and organise required materials, tools, testing devices and equipment including personal protective equipment and check for safe and correct operation.
	2.3	Arrange access to security system and network in consultation with relevant persons.
	2.4	Identify hazards in the work area and apply risk control measures.
3 Conduct system and network programming and configuration.	3.1	Access networked security system with minimal disruption to services and others in the work area.
	3.2	Use safe work practices when working with electronic equipment and cables according to WHS requirements.
	3.3	Assess security system design and existing infrastructure to identify and verify program parameters.
	3.4	Install and program system software according to manufacturers' instructions.
	3.5	Configure and secure networked security system according to work instructions.
4 Inspect and test network	4.1	Test networked security system to confirm correct configuration, operation and connections.

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	configurations.	4.2 Inspect networked security system configuration and confirm compliance with regulatory and client requirements.
		4.3 Identify and rectify or report configuration faults or deficiencies.
5	Finalise work tasks and complete documentation.	5.1 Notify completion of work to relevant persons.
		5.2 Complete documentation detailing work undertaken and identified faults or deficiencies according to workplace and regulatory requirements.
		5.3 Check tools and equipment for faults, wear or damage and rectify or report problems.
		5.4 Restore work area to original condition and remove waste caused by work tasks.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to interpret key requirements of:
  - specifications for networked system architecture and configuration
  - system installation plans and specifications
  - manufacturers' instructions
- numeracy skills to interpret multimeter readings when installing and programming networked security system.

Unit Mapping Information

Supersedes and equivalent to CPPSEC4018A Configure security devices on IT networks.

Links

Companion volumes to this training package are available at the VETNet website - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad

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Assessment Requirements for CPPSEC4018 Program and configure networked security systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4018A Configure security devices on IT networks. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by programming and configuring three different internet protocol (IP) networked security systems.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when programming and configuring networked security systems:
  - licensing requirements and limits of own authority
  - requirements for complying with Australian Communications and Media Authority cabling rules
  - work health and safety
- cable identification methods and techniques
- common computer commands used to verify and manage internet protocol and network performance
- difference between programming and configuration of security equipment and systems
- documentation to be completed when programming and configuring networked security systems to ensure compliance with licensing and warranty requirements
- fundamentals of routers, switches, firewalls and wireless access points
- fundamentals of scripting language
- keypad and control panel types and functions for a range of security equipment and systems
- local area network and wide area network capabilities
- meaning of multiple form factor authentication
- methods for ensuring IP networked systems and equipment are properly secured
- principles of security system networking and integration including IP addresses and devices

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- tests to confirm correct configurations, operation and connections for networked security systems
- tools and equipment including personal protective equipment (PPE) used when programming and configuring networked security systems at client sites
- types, functions and features of computerised, electronic and manual security equipment and systems that require programming and configuration:
  - access control systems
  - audible and visual warning devices
  - cameras and monitors
  - commercial and residential alarm systems
  - detection devices
  - electronic and mechanical fire safety and fire locking systems
  - electronic locks and locking systems
  - electronic readers
  - electronic screen equipment
  - intercoms and control panels
  - security doors and door controls
- types of earthing systems used in electrical installations
- typical hazards encountered when programming and configuring networked security systems and the control measures for each:
  - confined spaces
  - electrical
  - hazardous materials and chemicals
  - hidden utilities
  - people in the work area
  - power tools
  - vermin.

Assessment Conditions

Links

Companion volumes to this training package are available at the VETNet website - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad

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CPPSEC4019 Diagnose faults in networked security systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4019A Identify and diagnose security systems or network fault. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to diagnose faults in a range of security systems and networks. It includes applying methodical diagnostic procedures, testing suspected fault scenarios, and assessing test results, historical information and operational data to diagnose system and network faults and recommend options for rectification.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

This unit may form part of the licensing requirements for people engaged in security risk management in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Prepare to diagnose security system or network faults.	1.1 Access and interpret key requirements of legislation, regulations and workplace policies and procedures, including work health and safety (WHS), and apply to work instructions to ensure compliance.
	1.2 Review work instructions to confirm client requirements and work timeframes.

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	1.3	Obtain and assess security system reports and clarify extent of faults in consultation with relevant persons.
	1.4	Review security system specifications and network configurations to confirm normal operational functions and performance parameters.
2 Plan and organise work tasks.	2.1	Plan and prioritise work tasks allowing sufficient time to meet work instructions.
	2.2	Select and organise required materials, tools, testing devices and equipment including personal protective equipment and check for safe and correct operation.
	2.3	Arrange access to security system and network in consultation with relevant persons.
	2.4	Identify hazards in the work area and apply risk control measures.
3 Conduct system and network testing and diagnostic procedures.	3.1	Use safe work practices when working with electronic equipment and cables according to WHS requirements.
	3.2	Isolate security equipment and system according to WHS requirements.
	3.3	Confirm normal performance of security equipment and system against specification schedules.
	3.4	Inspect and check security system components and test operation according to manufacturers' instructions.
	3.5	Methodically apply diagnostic methods using measurements and estimations of system operating parameters and network configurations.
	3.6	Test suspected fault scenarios to identify source of system or network problems.
	3.7	Assess test data, site variables, operational and historical information to support fault diagnosis.
	3.8	Diagnose fault or seek assistance from relevant persons to meet work instructions.

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4 Recommend options for fault rectification and complete documentation.	4.1 Complete documentation detailing diagnosed faults and options for fault rectification supported by verifiable data according to workplace and regulatory requirements.
	4.2 Check tools and equipment for faults, wear or damage and rectify or report problems.
	4.3 Clean and restore work area and remove waste caused by work tasks.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to interpret key requirements of:
  - system installation plans and specifications
  - manufacturers' instructions.

Unit Mapping Information

Supersedes and equivalent to CPPSEC4019A Identify and diagnose security system or network fault.

Links

Companion volumes to this training package are available at the VETNet website - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad

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Assessment Requirements for CPPSEC4019 Diagnose faults in networked security systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4019A Identify and diagnose security systems or network fault. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by conducting testing and diagnostic procedures on three different networked security systems to diagnose:

- a minimum of two system faults
- a minimum of two network faults.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when diagnosing faults in networked security systems:
  - licensing requirements and limits of own authority
  - regulatory requirements in the jurisdiction of operation
  - requirements for complying with Australian Communications and Media Authority cabling rules
  - work health and safety
- cable identification methods and techniques
- common computer commands used to verify and manage internet protocol (IP) and network performance
- difference between programming and configuration of security equipment and systems
- documentation to be completed when diagnosing faults in networked security systems to ensure compliance with licensing and warranty requirements
- fundamentals of routers, switches, firewalls and wireless access points
- fundamentals of scripting language
- keypad and control panel types and functions for a range of security equipment and systems
- local area network and wide area network capabilities
- meaning of multiple form factor authentication

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- methods for ensuring IP networked systems and equipment are properly secured
- operational parameters and diagnostic testing procedures for a range of networked security systems:
  - access control systems
  - audible and visual warning devices
  - cameras and monitors
  - commercial and residential alarm systems
  - detection devices
  - electronic and mechanical fire safety and fire locking systems
  - electronic locks and locking systems
  - electronic readers
  - electronic screen equipment
  - intercoms and control panels
  - security doors and door controls
- principles of security system networking and integration including IP addresses and devices
- tests to confirm correct configurations, operation and connections for networked security systems
- tools and equipment used when diagnosing faults in networked security systems
- types of earthing systems used in electrical installations
- typical hazards encountered when diagnosing faults in networked security systems and the control measures for each:
  - confined spaces
  - electrical
  - hazardous materials and chemicals
  - hidden utilities
  - people in the work area
  - power tools
  - vermin.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

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- legislation and licensing requirements that apply to diagnosing faults in networked security systems in the jurisdiction of operation
- work instructions, specifications, documentation, networked security systems and tools 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=7e15fa6a-68b8-4097-b099-030a5569b1ad

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CPPSEC4020 Advise on advanced technology security systems to meet client needs

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is not equivalent to CPPSEC4020A Advise on the application of biometrics. Unit has been broadened to cover other advanced technologies in addition to biometrics. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to assess the security needs of clients and provide documented advice on security systems that employ advanced technologies including biometrics, artificial intelligence (AI), robotics, smart technologies and video integration. It includes conducting research to maintain knowledge of existing and emerging security technologies, assessing risks associated with the client's specific circumstances and operating environment, and evaluating client satisfaction to improve service provision.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

This unit may form part of the licensing requirements for people engaged in security risk management in those states and territories where these are regulated activities.

Pre-requisite Unit

None.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Research purpose and application of	1.1 Research and interpret current information on developments and availability of advanced technologies

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	advanced technologies used by security systems.		employed by security systems.
		1.2	Discuss with relevant persons the purpose and application of advanced technologies in security systems.
		1.3	Document research findings in a format suitable for reference when providing client advice.
		1.4	Plan and implement strategies to regularly update own knowledge of developments in advanced technologies used by security systems.
2	Assess client security needs.	2.1	Access and interpret legislation, regulations and workplace policies and procedures and apply to work instructions to ensure compliance.
		2.2	Consult with client to confirm their immediate, short, and long-term security needs, expectations and budget.
		2.3	Obtain and analyse valid and relevant information to clarify client circumstances and operating environment.
		2.4	Assess security risk associated with client circumstances and operating environment based on analysis conducted.
		2.5	Identify and assess existing and potential security issues to determine their impact on client requirements.
		2.6	Consult with client to confirm purpose and parameters of advanced technology security systems to meet their needs.
		2.7	Recognise own limitations in assessing client requirements and access specialist resources or advice to meet client requirements.
3	Advise on security options to meet client needs.	3.1	Identify available advanced technology security systems to meet client needs and budget and select recommended security solutions.
		3.2	Source comprehensive information to support recommended advanced technology security systems and alternative options to meet client requirements.
		3.3	Prioritise recommendations and alternative options and collate evidence of their suitability to meet client

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		requirements.
	3.4	Use information technologies to document and present client advice in a format and style to meet workplace requirements.
	3.5	Explain features and benefits of recommended systems to client and obtain feedback on suitability and sufficiency of advice.
4 Evaluate advice provision to improve client service.	4.1	Evaluate client feedback to ascertain effectiveness of advice and satisfaction with service provision.
	4.2	Identify and action changes necessary to improve advice to meet client needs and comply with workplace requirements for client service.
	4.3	Complete and secure client documentation in a manner that facilitates future retrieval and maintains confidentiality according to workplace and regulatory requirements.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to use clear explanations, active listening and questioning skills to convey and clarify information to match security systems to client needs
- writing skills to document succinct and logically structured client advice.

Unit Mapping Information

Supersedes and non-equivalent to CPPSEC4020A Advise on the application of biometrics.

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

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Assessment Requirements for CPPSEC4020 Advise on advanced technology security systems to meet client needs

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is not equivalent to CPPSEC4020A Advise on the application of biometrics. Unit has been broadened to cover other advanced technologies in addition to biometrics. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by advising on security systems to meet differing individual requirements of three clients and involving systems that employ at least three of the advanced technologies listed below:

- artificial intelligence (AI)
- biometrics
- robotics
- smart technologies
- video integration.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when advising clients on advanced technology security systems:
  - client service standards
  - licensing requirements in the security industry
  - regulatory requirements associated with providing advice on security products and services
- application of *ISO 31000:2018 Risk management – Guidelines* (ISO 31000) when advising clients on security systems
- basic requirements for the installation of a range of advanced technology security systems
- changing risk context of client operations
- established threshold levels and their impact on security
- methods for comparing and contrasting advanced technology security system information
- operational principles of, and information technologies used in internet protocol networked security systems

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- process of dynamic risk assessment and application of risk management using the hierarchy of controls
- sources of reliable information on the purpose and application of existing and emerging technologies used by security systems
- type and nature of a range of security risks and measures for controlling these using advanced technology security systems
- types, functions, advantages and disadvantages of a range of advanced technologies used by security systems:
  - AI
  - biometrics
  - robotics
  - smart technologies
  - video integration
- ways that social and cultural differences may be expressed.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- legislation, regulations, policies and procedures that apply to advising clients on advanced technology security systems in the jurisdiction of operation
- client specifications and information, information technologies and resources required to achieve the performance evidence
- ISO 31000.

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

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CPPSEC4021 Develop standard operating procedures for advanced technology security systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is not equivalent to CPPSEC4021A Prepare standard operating procedures for the use of biometrics technology. Unit has been broadened to cover other advanced technologies in addition to biometrics. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to develop standard operating procedures (SOPs) for security systems that employ advanced technologies including biometrics, artificial intelligence (AI), robotics, smart technologies and video integration. It includes conducting research to confirm system operating parameters and writing procedures that ensure safe and effective operation of systems to meet workplace requirements. It also includes reviewing and improving SOPs to maintain compliance with regulatory requirements and respond to changing technologies.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.

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1 Confirm operating parameters of advanced technology security system.	1.1	Access and interpret key requirements of legislation, regulations and workplace policies and procedures and apply to work instructions to ensure compliance.
	1.2	Source, collate and interpret information to clarify type, modes, functions and operating parameters of advanced technology security system.
	1.3	Research security industry issues and trends impacting use of advanced technology security system.
	1.4	Identify security and safety issues associated with advanced technology security system to confirm correct and incorrect operating procedures.
	1.5	Discuss with relevant persons the purpose and application of advanced technology security system to clarify operating parameters.
	1.6	Record findings in a format suitable for further analysis when developing SOPs.
2 Prepare and present SOPs for advanced technology security system.	2.1	Prepare SOPs to meet operational and workplace requirements for the specific type of security system and technologies involved.
	2.2	Clearly and concisely detail pre-operational instructions for system access, authorisation and licensing.
	2.3	Clearly and concisely detail information and instructions for safe operation of system and technologies to meet workplace requirements.
	2.4	Clearly and concisely detail location and conditions for correct system operation to meet workplace requirements.
	2.5	Clearly and concisely detail procedures to carry out and complete individual activities for correct system operation to meet workplace requirements.
	2.6	Clearly and concisely detail procedures for correctly operating tools, equipment and technologies employed by security system to meet workplace requirements.
	2.7	Use information technologies to finalise and present SOPs in the required format and style according to

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		workplace requirements.
3 Review and improve standard operating procedures for advanced technology security system.	3.1	Distribute SOPs to relevant persons for review within agreed timeframes.
	3.2	Obtain feedback and action changes necessary to improve SOPs to meet workplace requirements.
	3.3	Schedule regular reviews and updates to SOPs to maintain compliance with regulatory requirements and to incorporate changes in system technologies.
	3.4	File SOPs and associated documentation according to workplace requirements.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to use active listening and questioning skills to clarify system operating parameters
- reading skills to interpret key requirements of manufacturers' instructions for operating advanced technology security systems
- writing skills to prepare succinct and logically structured procedures using language that is accessible to a wide audience.

Unit Mapping Information

Supersedes and non-equivalent to CPPSEC4021A Prepare standard operating procedures for the use of biometrics technology.

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

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Assessment Requirements for CPPSEC4021 Develop standard operating procedures for advanced technology security systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is not equivalent to CPPSEC4021A Prepare standard operating procedures for the use of biometrics technology. Unit has been broadened to cover other advanced technologies in addition to biometrics. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by develop standard operating procedures (SOPs) for three different security systems that employ at least three of the advanced technologies listed below:

- artificial intelligence
- biometrics
- robotics
- smart technologies
- video integration.

Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when developing SOPs for advanced technology security systems:
  - licensing requirements in the security industry
  - regulatory requirements in the jurisdiction of operation
- operating parameters for a range of advanced technology security systems
- operational principles of, and technologies used in internet protocol networked security systems
- pre-operational requirements for accessing, authorising and licensing the operation of advanced technology security systems
- procedural writing techniques
- requirements for operating a range of advanced technology security systems
- sources of reliable information on:
  - security industry issues and trends impacting use of advanced technology security systems

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  - the purpose and application of existing and emerging technologies used by security systems
  - the types, modes, functions and operating parameters of a range of advanced technology security systems
- type and nature of a range of security risks and measures for controlling these using advanced technology security systems
- ways that social and cultural differences may be expressed.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- legislation, regulations, policies and procedures associated with developing SOPs for advanced technology security systems in the jurisdiction of operation
- system information and specifications, information technologies and resources 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

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CPPSEC4022 Establish and implement ethics and governance arrangements for security businesses

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

New unit.

Application

This unit specifies the skills and knowledge required to establish and implement ethical and governance arrangements to comply with legislative and regulatory responsibilities associated with managing a security business. It includes establishing, monitoring and communicating policies and procedures that ensure compliance with governance arrangements. It also includes understanding the ethical principles and security industry practices that guide professional conduct when performing security work, developing and implementing a code of conduct and taking necessary disciplinary actions for breaches of the code.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Comply with governance	1.1 Clarify governance requirements to comply with legislative and regulatory responsibilities associated with

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requirements for security business.		managing a security business in the jurisdiction of operation.
	1.2	Establish or review required governance arrangements and associated policies and procedures in line with business plan.
	1.3	Confirm roles and responsibilities of all staff including accountabilities associated with business governance.
	1.4	Check to confirm required risk management processes, indemnities and insurances are in place and take corrective action where necessary to comply with legislative and regulatory responsibilities.
	1.5	Implement reporting systems to monitor business accountabilities and maintain records to comply with legislative and regulatory responsibilities.
	1.6	Communicate policies and procedures to relevant persons to ensure compliance with governance requirements.
2 Develop and implement code of conduct for ethical practice.	2.1	Source and review industry standards, codes and guidelines to understand the ethical principles that guide professional conduct in the security industry.
	2.2	Develop and document or review code of conduct linked to business mission, values and ethical principles.
	2.3	Describe and communicate to relevant persons ethical practice standards for privacy, confidentiality and information security associated with security work and equipment.
	2.4	Establish or review processes to handle complaints, monitor ethical practice and implement disciplinary actions for breaches of the code of conduct.
3 Monitor and review governance and ethical practices.	3.1	Schedule regular activities to monitor business and staff compliance against governance arrangements and code of conduct.
	3.2	Monitor ethical practice in the security industry and identify strategies to resolve discrepancies between

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	business practice and security industry ethical standards.
3.3	Audit internal governance arrangements and update policies and procedures as required to maintain currency and comply with legislative and regulatory requirements.
3.4	Monitor security work practices and complaints to resolve conflict, improve ethical practice and implement disciplinary actions for identified breaches of the code of conduct.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to use negotiation to resolve conflict
- writing skills to prepare succinct and logically structured governance documentation.

Unit Mapping Information

No equivalent unit.

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

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Assessment Requirements for CPPSEC4022 Establish and implement ethics and governance arrangements for security businesses

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

New unit.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by establishing and implementing ethics and governance arrangements for a security business, involving:

- establish or review roles, responsibilities and governance accountabilities for:
  - one manager
  - two operational staff
  - one sub-contractor
- develop or review policies and procedures to ensure compliance with governance arrangements in the following areas:
  - indemnity, insurance and risk management
  - reporting and records maintenance
  - complaints and grievances
  - staff conduct, behaviour and disciplinary action
- develop or review a formal code of conduct that references current security industry standards, codes and guidelines, and through a review of security work practices and complaints, identify a minimum of two breaches of the code and suitable disciplinary actions for each breach.

Knowledge Evidence

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

- legislative and regulatory requirements associated with operating a security business in the jurisdiction of operation:
  - client service standards
  - key requirements of Corporations Act 2001 and actions by business owners and directors that may constitute a breach of duties
  - fair trading and consumer protection

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  - licensing in the security industry
  - privacy
- indicators of ethical practice in the security industry:
  - acting in the best interests of clients and workers
  - acting with honesty, fairness and professionalism
  - complying with fiduciary duties and obligations
  - demonstrating ethical practice when using surveillance equipment
  - engaging in fair and legal contracting practices and paying workers correct entitlements
  - maintaining client privacy and confidentiality and information security
  - maintaining independence and disclosing and managing potential conflicts of interest
  - maintaining and applying knowledge of legislative and regulatory responsibilities
  - using clear communication in all dealings with all parties to security business transactions including providing written and signed documents
- legal rights and obligations of different business ownership structures
- principles of ethical practice and their application in the security industry:
  - clear communication
  - client focus
  - client protection
  - confidentiality, privacy and information security
  - fairness
  - honesty
  - professional courtesy
  - respect
- purpose and application of Australian Security Industry Association Limited (ASIAL) standards, codes and guidelines:
  - cash-in-transit code of practice
  - code of ethics for the use and installation of closed circuit television (CCTV) equipment
  - codes and guidelines for best practice, including National Police Alarm Response Guideline, Electronic Home Security, AML/CTF compliance and the Care and Use of Security Dogs
- security industry standards, codes and guidelines that guide professional conduct
- types of behaviours considered unethical
- types of governance arrangements required to be implemented to ensure security businesses meet legislative and regulatory responsibilities
- workplace relations requirements associated with staff disciplinary actions.

Assessment Conditions

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

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All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- security industry legislation, regulations, codes, standards and guidelines that apply to security business operation and governance in the jurisdiction of operation
- information technologies, resources 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

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CPPSEC4023 Implement contracting arrangements for security businesses

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

New unit.

Application

This unit specifies the skills and knowledge required to implement contracting arrangements to supply and obtain security services. It includes understanding the difference between direct employees and independent contractors and complying with fair work legislation when developing and implementing contractor agreements that ensure contractors receive correct and fair pay and conditions and security services contract terms specify sub-contractor approvals, costs, indemnities, supervision, management, reporting and record-keeping accountabilities.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Confirm security contractor employment	1.1 Clarify requirements to comply with fair work legislation when employing workers for a security business.

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	requirements.	1.2 Conduct research to clarify the difference between direct employees and independent contractors and Australian Business Number holders under common law.
		1.3 Source and confirm current pay rates, allowances, penalty and overtime rates for security workers.
		1.4 Collate and summarise findings in a format suitable for use as a reference tool.
2	Engage in contracting to supply and obtain security services.	2.1 Clarify nature, scope and regulatory requirements for security services to be contracted.
		2.2 Source potential contractors and check to confirm they meet security licencing requirements for specified security services.
		2.3 Conduct due diligence and background checks to identify and select quality contractors and mitigate risk to security business.
		2.4 Analyse proposal and contract documentation to clarify employment relationship with contractors.
		2.5 Consult with relevant persons to agree employment terms that ensure contractors receive correct and fair pay and conditions in accordance with fair work legislation.
		2.6 Confirm security services contract terms and include clauses that clearly specify sub-contractor approvals, costs, indemnities, supervision, management, reporting and record-keeping accountabilities.
		2.7 Arrange signing and exchange of security service contract between parties to the agreement.
3	Monitor and review security contracting practices.	3.1 Regularly monitor security contractor arrangements to ensure compliance with terms of security services contract and regulatory requirements.
		3.2 Monitor contractor records to promptly identify changes to services or contractor arrangements that represent potential breaches of contract or regulatory compliance.
		3.3 Consult with relevant persons to clarify security services and contracting arrangements and take required actions

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to maintain compliance with regulatory requirements.

3.4 Complete and secure all contracting documentation and records in a manner that facilitates future retrieval, compliance audits and ensures confidentiality and privacy.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to negotiate employment terms and conditions
- numeracy skills to calculate pay rates and allowances based on work classifications, shifts and hours of work.

Unit Mapping Information

No equivalent unit.

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

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Assessment Requirements for CPPSEC4023 Implement contracting arrangements for security businesses

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

New unit.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by implementing contracting arrangements for a security business, involving:

- develop and present a labour hire agreement to contract security services to a client
- develop and present an agreement to employ a minimum of two independent contractors, one of which will perform a multishift roster involving seven days and weekend and night work.

Knowledge Evidence

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

- legislative and regulatory requirements associated with operating security businesses:
  - client service standards
  - Fair Work Act 2009 (FW Act) and Fair Work Regulations 2009
  - licensing in the security industry
  - privacy
  - superannuation guarantee
  - taxation
- compliance audit requirements for the jurisdiction of operation
- current security services industry award pay rates, classifications and allowances
- definition of ‘sham contracting’ and legal ramifications of participating knowingly or unknowingly in illegal contracting arrangements when engaging independent contractors for security services
- elements of a contract:
  - offer and acceptance
  - intention to create legal relations
  - consideration
  - legal capacity

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- general taxation and superannuation obligations of Australian Business Number (ABN) holders who are contracted to provide security services
- methods for determining whether an employed person is an employee or a contractor
- negotiation techniques
- potential risks to security businesses who engage in contracting arrangements for security services
- purpose and techniques for conducting due diligence and background checks of contractors providing security services
- requirements of the FW Act associated with contracting arrangements for security services:
  - section 550 and accessorial liability for underpayments
  - employment records required to be kept
  - employment conditions for direct employees and independent contractors or ABN holders
  - factors that are indicative of an employee
  - factors that are indicative of an independent contractor
- sub-contractor approval requirements for multi-level contracting of security services
- types of behaviours considered unethical when engaging in contracting arrangements for security work.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- security industry and fair work legislation and regulations that apply to contracting arrangements for security businesses in the jurisdiction of operation
- documentation, information technologies and resources 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

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CPPSEC4024 Assess security of crowded places

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

New unit.

Application

This unit specifies the skills and knowledge required to assess the nature and use of crowded places and existing security arrangements to identify report security vulnerabilities. Crowded places are sites and events open to use by large numbers of people on a predictable basis as defined in *Australia's Strategy for Protecting Crowded Places from Terrorism 2017* (Crowded Places Strategy). The unit includes conducting security audits following processes outlined in the Crowded Places Strategy.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Assess crowded place nature and use, and existing security arrangements.	1.1 Access and interpret key requirements of the Crowded Places Strategy to understand national strategic objectives associated with protecting crowded places from terrorism.

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	1.2	Access and interpret work instructions to confirm client, legislative and regulatory requirements and assessment timeframes.
	1.3	Consult with relevant persons to clarify crowded place owners and operators.
	1.4	Source information to clarify crowded place nature and use, and potential volume and concentration of people.
	1.5	Source intelligence to verify current national terrorism threat level and context.
	1.6	Clarify existing security arrangements in discussion with relevant persons.
	1.7	Recognise own limitations in assessing security of crowded place and access specialist resources or advice to meet client requirements.
2 Conduct crowded place security audit.	2.1	Assess crowded place characteristics to determine level of attractiveness to potential attack.
	2.2	Access and interpret security plans, policies and procedures for crowded place.
	2.3	Assess all physical security arrangements for crowded place.
	2.4	Assess information security measures for crowded place.
	2.5	Assess personnel security measures for crowded place.
	2.6	Analyse assessment and audit findings to identify security vulnerabilities for crowded place.
3 Complete assessment and report security vulnerabilities.	3.1	Use technology to finalise and document crowded place security assessment detailing identified security vulnerabilities and recommended risk mitigation strategies.
	3.2	Check to ensure security assessment is supported by verifiable information and make required adjustments.
	3.3	Present security assessment to relevant persons for

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feedback within agreed timeframes.

3.4 Use questioning and active listening to explain identified security vulnerabilities and recommendations to mitigate risks to crowded place.

3.5 Secure crowded place assessment documentation in a manner that facilitates future retrieval and maintains confidentiality.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to relate to people demonstrating sensitivity to individual social and cultural differences
- writing skills to prepare succinct and logically structured crowded place assessment report.

Unit Mapping Information

No equivalent unit.

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

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Assessment Requirements for CPPSEC4024 Assess security of crowded places

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

New unit.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by documenting and presenting security assessments for two different crowded places:

- one involving buildings with multiple access points such as a stadium or shopping centre
- one involving open spaces and large volumes of people such as a shopping mall or place of mass gathering.

Crowded Places Security Audit documentation outlined in *Australia's Strategy for Protecting Crowded Places from Terrorism* (Crowded Places Strategy) must be completed for each security assessment.

Knowledge Evidence

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

- characteristics of crowded places that make them attractive to an attack:
  - crowded place is symbolic
  - crowded place attracts a large number of people at any one time
  - people gather at the crowded place on a predictable basis
  - density of people is high
  - crowded place has significant social importance to nation, state or territory
  - interruption to functioning of crowded place would have significant economic impact to nation, state or territory
  - offenders could enter, attack and leave crowded place without detection
  - offenders can easily access information about the crowded place when planning an attack
- crowd behaviour, dynamics and movement patterns that can threaten security in a crowded place
- difference between information and intelligence in the context of security assessments
- legislative and regulatory requirements for assessing security of crowded places in the jurisdiction of operation

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- licensing requirements in the security industry
- purpose of Crowded Places Strategy and understanding of:
  - concept of layered security and how it is applied to protect crowded places
  - definition of crowded places
  - definition of hostile vehicles and methods of attack
  - general features of improvised explosive devices and recommended incident response
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - signs of chemical weapons attack and recommend response
  - those with a role in protecting the security of crowded places including roles and responsibilities of owners and operators and private security providers
- security issues to be assessed when conducting security audits of crowded places:
  - security plans, policies and procedures
  - physical security including:
    - access control
    - perimeter security
    - hostile vehicle mitigation
    - closed circuit television or video surveillance systems
    - improvised explosive devices blast mitigation
    - hostile reconnaissance detection and detecting suspicious behaviour
  - information security
  - personnel security
- security vulnerabilities of crowded places and risk mitigation strategies for each
- ways that social and cultural differences may be expressed.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- legislation and regulations that apply to assessing security of crowded places in the jurisdiction of operation
- plans, policies and procedures, information technologies and resources required to achieve the performance evidence
- Crowded Places Strategy documentation including Crowded Places Security Audit and Crowded Places Self-Assessment Tool.

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Links

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CPPSEC4025 Advise on operational requirements to maintain crowded place security

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

New unit.

Application

This unit specifies the skills and knowledge required to advise on operational requirements to maintain security of crowded places. Crowded places are sites and events open to use by large numbers of people on a predictable basis as defined in *Australia's Strategy for Protecting Crowded Places from Terrorism 2017* (Crowded Places Strategy). The unit includes identifying risk mitigation strategies based on security vulnerabilities and planning feasible operational security measures to provide protective security and mitigate risks to people and property

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Identify risk mitigation strategies for crowded	1.1 Access and interpret work instructions to confirm client, legislative and regulatory requirements and timeframes

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place.		for advice provision.
	1.2	Consult with relevant persons to clarify crowded place security requirements and obtain information to support operational objectives.
	1.3	Source intelligence to verify current national terrorism threat level and context.
	1.4	Source and interpret information to clarify existing security arrangements and identified security vulnerabilities for crowded place.
	1.5	Formulate risk mitigation strategies proportionate to security vulnerabilities and level of threat.
	1.6	Recognise own limitations in advising on operational requirements to maintain security of crowded place and access specialist resources or advice to meet client requirements.
2 Determine operational security requirements for crowded place.	2.1	Interpret crowded place documentation and maps to gain full understanding of operational parameters.
	2.2	Inspect crowded place to identify and assess access and exit points, thoroughfares and movement patterns that could threaten security.
	2.3	Plan operational security measures to provide protective security for crowded place in accordance with risk mitigation strategies and client requirements.
	2.4	Verify feasibility of operational security measures to ensure implementation is feasible and complies with client, legislative and regulatory requirements.
	2.5	Plan contingency measures that respond to changing operational circumstances and risk levels.
	2.6	Estimate and document the types and numbers of resources required to apply layered security for crowded place.
3 Finalise and present operational security recommendations for	3.1	Use technology to finalise and document operational security recommendations to maintain crowded place security.

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crowded place.	3.2	Check to ensure operational security recommendations address identified risks and contingency requirements and are supported by verifiable information.
	3.3	Present operational security recommendations to relevant persons for feedback within agreed timeframes.
	3.4	Use questioning and active listening to explain operational measures and implementation requirements.
	3.5	Secure crowded place and operational security documentation in a manner that facilitates future retrieval and maintains confidentiality.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to use clear explanations, active listening and questioning skills to convey and clarify operational information
- reading skills to analyse and evaluate key requirements of crowded place documentation including plans, procedures and schematics
- writing skills to prepare succinct and logically structured advice on operational requirements to maintain crowded place security.

Unit Mapping Information

No equivalent unit.

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

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Assessment Requirements for CPPSEC4025 Advise on operational requirements to maintain crowded place security

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

New unit.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by documenting and presenting advice on operational requirements to maintain security for two different crowded places:

- one involving buildings with multiple access points such as a stadium or shopping centre:
  - anticipated security risks must include active armed offender and an improvised explosive device
- one involving open spaces and large volumes of people such as a shopping mall or place of mass gathering:
  - risks must include active armed offender and hostile vehicle.

Knowledge Evidence

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

- characteristics of crowded places that make them attractive to an attack:
  - crowded place is symbolic
  - crowded place attracts a large number of people at any one time
  - people gather at the crowded place on a predictable basis
  - density of people is high
  - crowded place has significant social importance to nation, state or territory
  - interruption to functioning of crowded place would have significant economic impact to nation, state or territory
  - offenders could enter, attack and leave crowded place without detection
  - offenders can easily access information about the crowded place when planning an attack
- crowd behaviour, dynamics and movement patterns that can threaten security in a crowded place
- crowded place plans, policies and procedures including those covering emergency and evacuation

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- crowded place layout, including entrances, exits, first-aid points, thoroughfares and potential hazards
- legislative and regulatory requirements for advising on operational requirements to maintain crowded place security in the jurisdiction of operation
- licensing requirements in the security industry
- operational security measures that provide protective security for crowded places against:
  - active armed offenders
  - improvised explosive devices
  - chemical weapons
  - hostile vehicles
- purpose of *Australia's Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - concept of layered security and how it is applied to protect crowded places
  - definition of crowded places
  - definition of hostile vehicles and methods of attack
  - general features of improvised explosive devices and recommended incident response
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - signs of chemical weapons attack and recommend response
  - those with a role in protecting the security of crowded places including roles and responsibilities of owners and operators and private security providers
- security vulnerabilities of crowded places and risk mitigation strategies for each
- types and purpose of resources that may be deployed as part of a layered security approach when protecting crowded places:
  - access control systems and equipment
  - manpower
  - physical barriers
  - surveillance equipment
- ways that social and cultural differences may be expressed.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

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- legislation and regulations that apply to providing advice on operational requirements to maintain crowded place security in the jurisdiction of operation
- plans, policies and procedures, information technologies and resources required to achieve the performance evidence
- *Australia's Strategy for Protecting Crowded Places from Terrorism*
- *Active Armed Offender Guidelines for Crowded Places*
- *Improvised Explosive Device Guidelines for Crowded Places*
- *Chemical Weapon Guidelines for Crowded Places*
- *Hostile Vehicle Guidelines for Crowded Places.*

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

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CPPSEC5002 Coordinate security operations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC5002A Coordinate security operations. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to coordinate security operations. It includes confirming performance targets, resources and constraints against operational plans, implementing and monitoring security operations, and reviewing and improving operational outcomes.

This unit is suitable for those using a broad range of cognitive, technical and communication skills to select and apply methods and technologies to analyse information and provide solutions to sometimes complex problems.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Confirm operational requirements.	1.1 Access and interpret key requirements of legislation, regulations and workplace policies and procedures, including work health and safety (WHS), and apply to security operation to ensure compliance.
	1.2 Obtain and review work instructions to clarify security

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		operation objectives, timeframes and budget requirements.
	1.3	Assess performance targets, resource availability and constraints against operational plan and discuss issues with relevant persons.
	1.4	Conduct team briefing to exchange operational information and confirm roles responsibilities and operational objectives.
2 Implement and monitor security operation.	2.1	Implement security operation in accordance with operational plan and designated timeframes and budget.
	2.2	Use chain of command processes to ensure an accurate and ongoing exchange of information during security operation.
	2.3	Monitor security operation to ensure outcomes comply with operational objectives, WHS and regulatory requirements.
	2.4	Identify necessity to deviate from operational plan and implement remedial actions in consultation with relevant persons.
	2.5	Use communication systems and equipment to exchange operational information and negotiate successful conclusion to security operation.
3 Review and report on security operation.	3.1	Evaluate effectiveness of security operation in consultation with relevant persons and document the results.
	3.2	Develop security operations report detailing operational outcomes and identifying recommended improvements to future operations.
	3.3	Maintain security operations documentation in accordance with workplace and regulatory requirements.

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Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to use clear explanations, active listening and questioning skills to convey and clarify operational information
- writing skills to prepare succinct and logically structured reports
- numeracy skills to calculate operational resources and costings.

Unit Mapping Information

Supersedes and equivalent to CPPSEC5002A Coordinate security operations.

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

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Assessment Requirements for CPPSEC5002 Coordinate security operations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC5002A Coordinate security operations. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by coordinating two different security operations.

Knowledge Evidence

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

- legislative and regulatory requirements that apply to security operations:
  - anti-discrimination and diversity
  - apprehension, arrest and restraint of persons
  - key requirements of legislation, regulations and codes of conduct for security operations in the jurisdiction of operation
  - legal rights and responsibilities of employers, supervisors and employees associated with work health and safety and duty of care
  - licensing requirements in the security industry
  - trespass and removal of persons
  - use of force
- application of integrated security measures including physical security, manpower, security technologies and security of personnel and information
- chain of command and communication processes used when coordinating security operations
- implications for security operations arising from:
  - *National Guidelines for the Protection of Places of Mass gathering from Terrorism*
  - *Active Armed Offender Guidelines for Crowded Places*
  - *Improvised Explosive Device Guidelines for Crowded Places*
  - *Chemical Weapon Guidelines for Crowded Places*
  - *Hostile Vehicle Guidelines for Crowded Places*
- intervention points for expert advice associated with security operations

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- key principles of team dynamics, team leadership and management
- methods for briefing security operations information and instructions to individuals and teams
- methods for reviewing security operations to identify procedural improvements
- negotiation techniques used during security operations
- purpose of *Australia's Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack
  - signs of chemical weapons attack and recommend response
  - general features of improvised explosive devices and recommended incident response
- ways that social and cultural differences may be expressed.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- legislation, regulations and codes of practice that apply to security operations in the jurisdiction of operation
- work instructions, security equipment, resources and information technologies required to achieve the performance evidence
- *National Guidelines for the Protection of Places of Mass gathering from Terrorism*
- *Australia's Strategy for Protecting Crowded Places from Terrorism*
- *National Guidelines for the Protection of Places of Mass gathering from Terrorism*
- *Active Armed Offender Guidelines for Crowded Places*
- *Improvised Explosive Device Guidelines for Crowded Places*
- *Chemical Weapon Guidelines for Crowded Places*
- *Hostile Vehicle Guidelines for Crowded Places.*

Links

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CPPSEC5003 Assess security risk management options

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC5003A Assess security risk management options. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to assess security risks associated with client operations and formulate suitable treatment options as part of a risk management strategy. It includes analysing the client's security objectives and operating environment and establishing criteria to select and prioritise risk treatment options consistent with recognised industry practice and guidelines provided by *ISO 31000:2018 Risk management – Guidelines* (ISO 31000). The unit requires preparing formal reports detailing risk management options and possible consequences of not implementing recommended treatments.

This unit is suitable for those using a broad range of cognitive, technical and communication skills to select and apply methods and technologies to analyse information and provide solutions to sometimes complex problems.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Assess client's security requirements	1.1 Access and interpret key requirements of legislation, regulations and Australian standard ISO 31000 to understand and comply with requirements for assessing

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and risk environment.		security risk management options.
	1.2	Clarify client security objectives and risk assessment terms of reference in consultation with relevant persons.
	1.3	Source and review information to identify and assess risks associated with operating environment of client.
	1.4	Analyse type, nature and cause of identified security risks and prioritise based on severity and likelihood of occurrence.
	1.5	Document risk assessment outcomes and check to ensure data currency and reliability.
2 Formulate security risk management options.	2.1	Identify security risk treatment options commensurate with risk assessment and client requirements.
	2.2	Research the application of identified treatment options in similar contexts to assess their effectiveness in mitigating risks to client's operating environment.
	2.3	Establish criteria to assess effectiveness of treatment options consistent with recognised industry practice and guidelines provided by ISO 31000.
	2.4	Apply criteria to select and prioritise recommended treatment options.
3 Finalise and present security risk management options.	3.1	Finalise and document security risk assessment detailing recommended risk management options and possible consequences of not implementing recommended treatments.
	3.2	Check report to ensure analysis and recommendations are clear, coherent and consistent with terms of reference, and supported by verifiable information.
	3.3	Present report to relevant persons within agreed timeframes and explain identified security risks and treatment options to enhance understanding and acceptance of recommendations.
	3.4	Complete and secure risk assessment documentation in a manner that facilitates future retrieval and maintains client confidentiality according to workplace and

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regulatory requirements.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to negotiate client agreement
- writing skills to prepare succinct and logically structured assessment reports
- numeracy skills to apply basic probability statistics when assessing security risks.

Unit Mapping Information

Supersedes and equivalent to CPPSEC5003A Assess security risk management options.

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

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Assessment Requirements for CPPSEC5003 Assess security risk management options

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC5003A Assess security risk management options. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by assessing security risks and formulating risk management options associated with two of the following scenarios:

- security of a mass gathering
- security of a crowded place
- asset security.

Knowledge Evidence

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

- legislative and regulatory requirements that apply when assessing security risk management options:
  - key requirements of legislation, regulations and codes of conduct governing security risk management in the jurisdiction of operation
  - legal rights and responsibilities of employers, supervisors and employees associated with work health and safety and duty of care
  - licensing requirements in the security industry
  - trespass and removal of persons
  - use of force
- application of integrated security measures including physical security, manpower, security technologies and security of personnel and information
- distinction between information and intelligence and methods for validating information sources
- implications for security risk management arising from:
  - *National Guidelines for the Protection of Places of Mass gathering from Terrorism*
  - *Active Armed Offender Guidelines for Crowded Places*
  - *Improvised Explosive Device Guidelines for Crowded Places*
  - *Chemical Weapon Guidelines for Crowded Places*

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    - *Hostile Vehicle Guidelines for Crowded Places*
- methods for determining the type, nature and causes of potential and actual security risks
- methods for prioritising security risks and treatment options based on degree of risk
- process and application of dynamic risk assessment and risk management methods
- purpose of *Australia's Strategy for Protecting Crowded Places from Terrorism* and understanding of:
    - definition of crowded places
    - key security issues for crowded places
    - objectives, characteristics and identification of active armed offenders
    - definition of hostile vehicles and methods of attack
    - signs of chemical weapons attack and recommend response
    - general features of improvised explosive devices and recommended incident response
- recognised industry practice and application of *ISO 31000:2018 Risk management – Guidelines* (ISO 31000) when establishing criteria to assess risks and treatment options
- types of treatment options appropriate to the range of security risks and threats to various client operating environments:
    - assets
    - buildings
    - crowded places
    - mass gatherings.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- legislation, regulations and codes of practice that apply to assessing security risk management options in the jurisdiction of operation
- client instructions and operating environment information, resources and information technologies required to achieve the performance evidence
- ISO 31000
- *National Guidelines for the Protection of Places of Mass gathering from Terrorism*
- *Australia's Strategy for Protecting Crowded Places from Terrorism*
- *National Guidelines for the Protection of Places of Mass gathering from Terrorism*
- *Active Armed Offender Guidelines for Crowded Places*
- *Improvised Explosive Device Guidelines for Crowded Places*

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- *Chemical Weapon Guidelines for Crowded Places*
- *Hostile Vehicle Guidelines for Crowded Places.*

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CPPSEC5004 Develop security risk management plans

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC5004A Prepare security risk management plan. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to develop comprehensive security risk management plans based on the principles of *ISO 31000:2018 Risk management – Guidelines* (ISO 31000). It includes identifying and evaluating security risks and existing control measures, developing action plans to identify and manage risks, designing risk treatment options and testing them in the field as part of a security risk management strategy.

This unit is suitable for those using a broad range of cognitive, technical and communication skills to select and apply methods and technologies to analyse information and provide solutions to sometimes complex problems.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Evaluate security risks and controls.	1.1 Access and interpret key requirements of legislation, regulations and Australian standard ISO 31000 to understand and comply with requirements for developing security risk management plans.

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	1.2	Clarify client security requirements and operating environment in consultation with relevant persons.
	1.3	Source and review information to identify security risks.
	1.4	Clearly distinguish and confirm acceptable and unacceptable security risks.
	1.5	Set priorities for risk treatment and assurance of controls.
	1.6	Highlight and specify risks that are high priority to ensure appropriate controls are developed.
	1.7	Evaluate existing controls to determine impact on risk occurrence and implement required modifications.
2 Plan risk management strategies.	2.1	Develop and document action plans that identify tasks, activities and resources required to achieve security risk management objectives.
	2.2	Select security risk control measures based on assessed type, nature, cause and degree of risk associated with identified security risks.
	2.3	Incorporate actions to respond to contingencies when planning risk management strategies.
	2.4	Establish communication and reporting arrangements to maintain currency of action plans in consultation with relevant persons.
3 Design security risk treatment options.	3.1	Assess client's operating environment to confirm potential and real security risks.
	3.2	Select feasible risk treatment options and conduct research to confirm implications for controlling whole or part of security risks.
	3.3	Document and cost recommended risk treatment options to ensure compatibility with nature of risk and client requirements.
	3.4	Consult with relevant persons to verify suitability of recommended risk treatment options and obtain required approvals.

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	3.5	Test risk treatment options in the field and analyse results to verify effectiveness of treatments in the security context.
4 Finalise and present security risk management plan.	4.1	Finalise and document comprehensive security risk management plan in the required format according to workplace requirements.
	4.2	Check security risk management plan to ensure analysis and recommendations are clear, coherent and consistent with client requirements, and based on the principles of ISO 31000.
	4.3	Present risk management plan to relevant persons within agreed timeframes and explain identified security risks and treatments to enhance understanding and acceptance of recommendations.
	4.4	Implement procedures to monitor and review security risk management activities to ensure continuous improvement.
	4.5	Complete and secure risk management plan in a manner that facilitates future retrieval and maintains client confidentiality according to workplace and regulatory requirements.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to negotiate client agreement
- writing skills to prepare succinct and logically structured security risk management plans
- numeracy skills to apply statistical methods and present statistical data.

Unit Mapping Information

Supersedes and equivalent to CPPSEC5004A Prepare security risk management plan.

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Assessment Requirements for CPPSEC5004 Develop security risk management plans

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC5004A Prepare security risk management plan. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by developing and documenting two security risk management plans that meet the requirements of clients with different risk management requirements.

Knowledge Evidence

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

- legislative and regulatory requirements that apply when developing security risk management plans:
  - key requirements of legislation, regulations and codes of conduct for security risk management in the jurisdiction of operation
  - legal rights and responsibilities of employers, supervisors and employees associated with work health and safety and duty of care
  - licensing requirements in the security industry
  - trespass and removal of persons
  - use of force
- application of integrated security measures including physical security, manpower, security technologies and security of personnel and information
- distinction between information and intelligence and methods for validating information sources
- activities to be included in action plans for security risk management
- implications for security risk management arising from:
  - *National Guidelines for the Protection of Places of Mass gathering from Terrorism*
  - *Active Armed Offender Guidelines for Crowded Places*
  - *Improvised Explosive Device Guidelines for Crowded Places*
  - *Chemical Weapon Guidelines for Crowded Places*
  - *Hostile Vehicle Guidelines for Crowded Places*

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- methods for determining the type, nature and causes of potential and actual security risks
- methods for distinguishing between acceptable and unacceptable security risks
- methods for prioritising security risks and treatment options based on degree of risk
- methods for testing treatment options in the field
- process and application of dynamic risk assessment and risk management methods
- purpose of *Australia's Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack
  - signs of chemical weapons attack and recommend response
  - general features of improvised explosive devices and recommended incident response
- recognised industry practice and application of *ISO 31000:2018 Risk management – Guidelines* (ISO 31000) when designing security risk management strategies and treatment options
- types of treatment options appropriate to the range of security risks and threats to various client operating environments:
  - assets
  - buildings
  - crowded places
  - mass gatherings.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- legislation, regulations and codes of practice that apply to developing security risk management plans in the jurisdiction of operation
- client instructions and operating environment information, resources and information technologies required to achieve the performance evidence
- ISO 31000
- *National Guidelines for the Protection of Places of Mass gathering from Terrorism*
- *Australia's Strategy for Protecting Crowded Places from Terrorism*
- *National Guidelines for the Protection of Places of Mass gathering from Terrorism*

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- *Active Armed Offender Guidelines for Crowded Places*
- *Improvised Explosive Device Guidelines for Crowded Places*
- *Chemical Weapon Guidelines for Crowded Places*
- *Hostile Vehicle Guidelines for Crowded Places.*

Links

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CPPSEC5005 Implement security risk management plans

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPSEC5005A Implement security risk assessment plan. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to implement security risk management plans. It includes organising, costing and allocating resources, monitoring emerging security risks and changes in the operating environment against activities and targets in action plans, and reviewing treatment options to update security risk management plans. Risk management plans are implemented based on the principles of *ISO 31000:2018 Risk management – Guidelines* (ISO 31000).

This unit is suitable for those using a broad range of cognitive, technical and communication skills to select and apply methods and technologies to analyse information and provide solutions to sometimes complex problems.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Organise and allocate resources to support security risk management plan.	1.1 Access and interpret key requirements of legislation, regulations and Australian standard ISO 31000 to understand and comply with requirements for implementing security risk management plans.

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	1.2	Review security risk management plan to clarify and cost resource requirements.
	1.3	Plan and schedule activities and targets to meet requirements of risk management action plans.
	1.4	Define roles, responsibilities and work schedules for implementing security risk management plan and communicate to relevant persons.
	1.5	Organise efficient allocations of resources, equipment and materials required to implement risk management action plans.
	1.6	Disseminate information to support security risk management plan information according to workplace and regulatory requirements.
2 Monitor emerging security risks and operating environment.	2.1	Monitor emerging risks and assess ongoing suitability of implemented security risk treatment options based on ISO 31000 principles.
	2.2	Monitor changes to operating environment and identify and incorporate corrective contingency measures into security risk management plan.
	2.3	Regularly review risk management targets and outcomes against action plans to confirm aims and objectives are achieved.
	2.4	Prepare documentation and guidelines explaining incidence, nature and causes of emerging security risks and contingencies implemented.
3 Review treatment options and update security risk management plan.	3.1	Systematically review effectiveness of security risk treatment options in meeting risk management objectives.
	3.2	Identify and test required corrective measures to confirm suitability to meet risk management objectives.
	3.3	Modify security risk management plan to incorporate corrective measures and address discrepancies between treatment options and risk incidence.

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3.4 Seek feedback from relevant persons on effectiveness of treatment options and make required adjustments to incorporate feedback.

3.5 Cost long and short-term options to accurately estimate resource allocations to support security risk management plan.

3.6 Confirm stages of implementation for security risk management plan and coordinate required resources to ensure availability.

3.7 Finalise updated security risk management plan according to workplace and regulatory requirements.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to negotiate agreements
- writing skills to prepare succinct and logically structured security risk management documents and guidelines
- numeracy skills to apply statistical methods and present statistical data.

Unit Mapping Information

Supersedes and equivalent to CPPSEC5005A Implement security risk management plan.

Links

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Assessment Requirements for CPPSEC5005 Implement security risk management plans

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPSEC5005A Implement security risk assessment plan. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by implementing two different security risk management plans.

Knowledge Evidence

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

- legislative and regulatory requirements that apply when implementing security risk management plans:
  - key requirements of legislation, regulations and codes of conduct for security risk management in the jurisdiction of operation
  - legal rights and responsibilities of employers, supervisors and employees associated with work health and safety and duty of care
  - licensing requirements in the security industry
  - trespass and removal of persons
  - use of force
- application of integrated security measures including physical security, manpower, security technologies and security of personnel and information
- distinction between information and intelligence and methods for validating information sources
- work scheduling methods
- activities and targets contained in risk management action plans
- methods for achieving efficiencies when allocating resources, equipment and materials to the implementation of security risk management plans
- implications for security risk management arising from:
  - *National Guidelines for the Protection of Places of Mass gathering from Terrorism*
  - *Active Armed Offender Guidelines for Crowded Places*
  - *Improvised Explosive Device Guidelines for Crowded Places*
  - *Chemical Weapon Guidelines for Crowded Places*

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    - *Hostile Vehicle Guidelines for Crowded Places*
- methods for determining the type, nature and causes of potential and actual security risks
- methods for distinguishing between acceptable and unacceptable security risks
- methods for prioritising security risks and treatment options based on degree of risk
- methods for testing treatment options in the field
- process and application of dynamic risk assessment and risk management methods
- purpose of *Australia's Strategy for Protecting Crowded Places from Terrorism* and understanding of:
    - definition of crowded places
    - key security issues for crowded places
    - objectives, characteristics and identification of active armed offenders
    - definition of hostile vehicles and methods of attack
    - signs of chemical weapons attack and recommend response
    - general features of improvised explosive devices and recommended incident response
- recognised industry practice and application of *ISO 31000:2018 Risk management – Guidelines* (ISO 31000) when implementing and updating security risk management plans
- types of treatment options appropriate to the range of security risks and threats to various client operating environments:
    - assets
    - buildings
    - crowded places
    - mass gatherings.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- legislation, regulations and codes of practice that apply when implementing security risk management plans in the jurisdiction of operation
- risk management plans including action plans, resources and information technologies required to achieve the performance evidence
- ISO 31000
- *National Guidelines for the Protection of Places of Mass gathering from Terrorism*
- *Australia's Strategy for Protecting Crowded Places from Terrorism*
- *National Guidelines for the Protection of Places of Mass gathering from Terrorism*

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- *Active Armed Offender Guidelines for Crowded Places*
- *Improvised Explosive Device Guidelines for Crowded Places*
- *Chemical Weapon Guidelines for Crowded Places*
- *Hostile Vehicle Guidelines for Crowded Places.*

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CPPSEC5006 Develop strategies to implement advanced technology security systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is not equivalent to CPPSEC5006A Determine strategy for the implementation of biometrics technology. Unit has been broadened to cover other advanced technologies in addition to biometrics. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to develop strategies to implement security systems that employ advanced technologies including biometrics, artificial intelligence (AI), robotics, smart technologies and video integration. It includes assessing risks and threats to client assets, evaluating existing security measures, and devising feasible implementation options that integrate advanced technology security systems within existing security architectures.

This unit is suitable for those using a broad range of cognitive, technical and communication skills to select and apply methods and technologies to analyse information and provide solutions to sometimes complex problems.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.

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1	Assess client's security requirements.	1.1 Access and interpret key requirements of legislation and regulations to understand and comply with requirements for implementing advanced technology security systems.
		1.2 Clarify client assets, security requirements, budget and timeframes for implementing advanced technology security system in consultation with relevant persons.
		1.3 Identify and assess threats to physical and technical security of client.
		1.4 Identify and assess security risks to client assets and prioritise risk levels.
		1.5 Evaluate reliability and effectiveness of existing security measures against identified threats and risks.
		1.6 Document findings and seek specialist assistance as required to assess security requirements of client.
2	Identify requirements for implementing advanced technology security system.	2.1 Assess advanced technology security system options to meet security threats and risks and client requirements.
		2.2 Analyse and confirm physical and technical specifications for advanced technology security system to be installed.
		2.3 Assess existing security architecture to identify requirements for effectively integrating advanced technology security system.
		2.4 Identify resources, skills and training required to implement advanced technology security system.
		2.5 Summarise implementation requirements in a format suitable for further analysis.
3	Design and verify implementation options for advanced technology security system.	3.1 Design system implementation options based on analysis of implementation requirements.
		3.2 Conduct checks to verify implementation options are feasible and comply with time schedules, available resources and budget.
		3.3 Confirm implementation options will effectively control

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		assessed risks and threats to client assets.
4 Finalise strategy for implementing advanced technology security system.	4.1	Finalise and document strategy to implement advanced technology security system.
	4.2	Check strategy to ensure analysis recommendations are clear, coherent and consistent with client requirements, include contingency measures, and are supported by verifiable information.
	4.3	Present strategy to relevant persons within agreed timeframes and explain system design and implementation requirements to enhance understanding and acceptance of recommendations.
	4.4	Complete and secure implementation strategy documentation in a manner that facilitates future retrieval and maintains client confidentiality according to workplace and regulatory requirements.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to negotiate client agreements
- writing skills to prepare logical and sequenced technical specifications for implementing advanced technology security systems
- reading skills to interpret key requirements of technical specifications, plans and designs for security systems.

Unit Mapping Information

Supersedes and non-equivalent to CPPSEC5006A Determine strategy for the implementation of biometric technology.

Links

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Assessment Requirements for CPPSEC5006 Develop strategies to implement advanced technology security systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is not equivalent to CPPSEC5006A Determine strategy for the implementation of biometrics technology. Unit has been broadened to cover other advanced technologies in addition to biometrics. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by developing and documenting two strategies to implement security systems that employ at least two types of advanced technologies from the list below:

- artificial intelligence (AI)
- biometrics
- robotics
- smart technologies
- video integration.

Knowledge Evidence

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

- legislative and regulatory requirements that apply to the implementation of advanced technology security systems:
  - client service standards
  - licensing requirements in the security industry
  - regulatory requirements associated with providing advice on implementing security systems
  - application of *ISO 31000:2018 Risk management – Guidelines* (ISO 31000) when developing strategies to implement advanced technology security systems
- methods for achieving efficiencies when allocating resources, equipment and materials to the implementation of advanced technology security systems
- methods for assessing security risks and threats and determining the type, nature and causes of potential and actual security risks
- methods for comparing and contrasting advanced technology security system information

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- methods for determining security system requirements including single and multiple applications of advanced technologies
- operational principles of, and information technologies used in internet protocol networked security systems
- process and application of dynamic risk assessment and risk management methods
- purpose of *Australia's Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack
  - signs of chemical weapons attack and recommend response
  - general features of improvised explosive devices and recommended incident response
- requirements for integrating a range of advanced technology security systems within existing security architecture across local area networks and wide area networks
- types, functions and parameters of a range of advanced technology security systems involving:
  - AI
  - biometrics
  - robotics
  - smart technologies
  - video integration
- ways that social and cultural differences may be expressed.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- legislation, regulations and codes of practice that apply to the implementation of advanced technology security systems in the jurisdiction of operation
- client specifications and information, resources and information technologies required to achieve the performance evidence
- ISO 31000
- *Australia's Strategy for Protecting Crowded Places from Terrorism.*

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Links

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CPPSEC5008 Analyse threat environment and devise strategies to respond to active threats

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

New unit.

Application

This unit specifies the skills and knowledge required to analyse the threat level and context, and risks of active threats to sites. It includes identifying plausible threat scenarios and evaluating impact of loss and vulnerability ratings to identify potential risks from an active threat and devise required mitigation strategies. The unit supports Australian national security initiatives for counter-terrorism.

This unit is suitable for those using a broad range of cognitive, technical and communication skills to select and apply methods and technologies to analyse information and provide solutions to sometimes complex problems.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Analyse threat level and context.	1.1 Access national terrorism threat advisory system and networks to interpret latest security threat intelligence.
	1.2 Assess site to ascertain attractiveness to terrorist threat

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		and formulate potential active threat scenarios.
	1.3	Source and interpret information to clarify nature and use of site and evaluate likelihood of threat occurrence.
	1.4	Establish criteria to quantify threat levels for each identified threat to identify plausible threat scenarios.
	1.5	Document results of threat analysis and provide evidence to support plausibility of threat scenarios.
2 Analyse risk of active threat.	2.1	Interpret security and risk management plans and information to identify assessed security risks and treatments implemented to protect site.
	2.2	Assess plausible threat scenarios to clarify vulnerability to attack and impact of loss from a successful attack.
	2.3	Define and apply ratings for impact of loss and vulnerability to identify additional required security protections.
	2.4	Document results of risk analysis and provide evidence to support recommended additional security protections.
3 Devise strategies to identify and respond to active threat.	3.1	Evaluate combination of impact of loss and vulnerability ratings to identify potential risks from an active threat.
	3.2	Identify and recommend strategies to mitigate specific threats and risks to the site in the event of an active threat.
	3.3	Use technology and analytical reporting programs to document strategies, analysis findings and supporting evidence in the required format and style.
	3.4	Present report to relevant persons within agreed timeframes and explain threats, risks and strategies to enhance understanding and acceptance of recommendations.
	3.5	Complete and secure client documentation in a manner that facilitates future retrieval and maintains confidentiality.

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Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to use clear explanations, active listening and questioning skills to convey and clarify information about active threats
- reading skills to analyse, compare and contrast information when analysing security threats and risks
- writing skills to prepare succinct and logically structured reports and analysis outcomes.

Unit Mapping Information

No equivalent unit.

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

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Assessment Requirements for CPPSEC5008 Analyse threat environment and devise strategies to respond to active threats

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

New unit.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by analysing the threat environment and devising strategies to respond to active threats for two different sites.

Knowledge Evidence

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

- legislative and regulatory requirements that apply when analysing threat environments and devising strategies to respond to active threats:
  - key requirements of legislation, regulations and codes of conduct for security response in the jurisdiction of operation
  - licensing requirements in the security industry
  - use of force
  - work health and safety and duty of care
- application of integrated security measures including physical security, manpower, security technologies and security of personnel and information
- critical infrastructure and key service providers including electricity, gas, water and transport in the jurisdiction of operation
- implications for private security arising from:
  - *National Counter-Terrorism Plan*
  - *National Guidelines for the Protection of Places of Mass gathering from Terrorism*
  - *Active Armed Offender Guidelines for Crowded Places*
  - *Improvised Explosive Device Guidelines for Crowded Places*
  - *Chemical Weapon Guidelines for Crowded Places*
  - *Hostile Vehicle Guidelines for Crowded Places*
- national security hotline contact information
- national terrorism threat advisory system

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- purpose of *Australia's Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack
  - signs of chemical weapons attack and recommend response
  - general features of improvised explosive devices and recommended incident response
- techniques for conducting site threat assessments and ratings that can be used to determine attractiveness of site to attack
- techniques for conducting site vulnerability assessments and ratings that can be used to determine impact of loss and vulnerability to attack
- ways that social and cultural differences may be expressed.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- legislation, regulations and codes of practice that apply when analysing threat environments and devising strategies to respond to active threats in the jurisdiction of operation
- plans and documentation, resources and information technologies required to achieve the performance evidence
- *National Counter-Terrorism Plan*
- *National Guidelines for the Protection of Places of Mass gathering from Terrorism*
- *Australia's Strategy for Protecting Crowded Places from Terrorism*
- *National Guidelines for the Protection of Places of Mass gathering from Terrorism*
- *Active Armed Offender Guidelines for Crowded Places*
- *Improvised Explosive Device Guidelines for Crowded Places*
- *Chemical Weapon Guidelines for Crowded Places*
- *Hostile Vehicle Guidelines for Crowded Places.*

Links

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CPPSEC5009 Implement communication systems to respond to active threats

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

New unit.

Application

This unit specifies the skills and knowledge required to develop and implement communication plans in response to active threats. It includes defining and accessing national, state and terror counter-terrorism communication pathways, establishing a communication model and strategies for multi-agency and stakeholder engagement and employing electronic warning systems during active threat response. The unit supports Australian national security initiatives for counter-terrorism.

This unit is suitable for those using a broad range of cognitive, technical and communication skills to select and apply methods and technologies to analyse information and provide solutions to sometimes complex problems.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Define and access counter-terrorism communication	1.1 Clarify commonwealth, state and territory organisations and agencies with roles and responsibilities for national and jurisdictional counter-terrorism offences.

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	pathways.	1.2 Source and engage with national security organisations, networks and forums to gather latest intelligence to support counter-terrorism preparedness.
		1.3 Confirm processes for initiating and establishing communications with police agency and other relevant persons during active threat response.
2	Develop communication plan to respond to active threat.	2.1 Access and interpret security and risk management plans and information to clarify assessed security risks and threat environment associated with client operations.
		2.2 Establish communication model and strategies for multi-agency and stakeholder engagement and employs electronic warning systems during active threat response.
		2.3 Conduct briefing session with relevant persons to explain roles and responsibilities of parties to the communication model and strategies.
		2.4 Use technology and analytical reporting programs to document and present communication plan in accordance with client, legislative and regulatory requirements.
3	Apply communication plan in response to active threat.	3.1 Receive active threat intelligence and verify reliability and details in consultation with relevant persons.
		3.2 Immediately communicate active threat information to police and other relevant persons in accordance with communication plan.
		3.3 Maintain communications with relevant persons to receive instructions and provide advice to facilitate emergency response procedures.
		3.4 Maintain situational awareness to apply contingency measures in response to changing threat situations and adjust communications accordingly.
		3.5 Complete and secure incident records and documentation to support post-threat investigation.

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Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to use clear explanations, active listening and questioning skills to convey and clarify information about active threats
- reading skills to analyse, compare and contrast information when analysing security intelligence
- writing skills to prepare succinct and logically structured communication plans.

Unit Mapping Information

No equivalent unit.

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

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Assessment Requirements for CPPSEC5009 Implement communication systems to respond to active threats

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

New unit.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by developing and implementing communication plans to respond to two different types of active threat.

Knowledge Evidence

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

- legislative and regulatory requirements that apply when implementing communication systems to respond to active threats:
  - key requirements of legislation, regulations and codes of conduct for security response in the jurisdiction of operation
  - licensing requirements in the security industry
  - use of force
  - work health and safety and duty of care
- application and types of emergency warning technologies
- Australia's emergency warning arrangements and emergency warning mechanisms used by emergency services organisations
- counter-terrorism groups and forums that can share security intelligence and advice:
- ASIO's Business and Government Liaison Unit
- national terrorism threat advisory system
- state and territory crowded places forums
- implications for communicating active threat information arising from:
  - *National Guidelines for the Protection of Places of Mass gathering from Terrorism*
  - *Active Armed Offender Guidelines for Crowded Places*
  - *Improvised Explosive Device Guidelines for Crowded Places*
  - *Chemical Weapon Guidelines for Crowded Places*
  - *Hostile Vehicle Guidelines for Crowded Places*

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- national organisations and networks responsible for counter-terrorism in Australia and sources of intelligence to support counter-terrorism preparedness:
  - Australian Government National Security
  - Australian Security Intelligence Organisation (ASIO)
  - Trusted Information Sharing Network
  - Australian Government Cyber Security
  - Australian Government Identity Security
  - Australian Government Computer Emergency Response Team (CERT)
  - Chemicals of Security Concern
  - Security Sensitive Biological Agents
  - Australian Radiation Protection and Nuclear Safety Agency
  - Defence Science and Technology Organisation
  - Defence Signals Directorate
  - Office of State Security and Emergency Coordination
- national security hotline information
- purpose and objectives of the *National Police Alarm Activation Response Guideline*
- purpose and objectives of *Australia's Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack
  - signs of chemical weapons attack and recommend response
  - general features of improvised explosive devices and recommended incident response
- techniques for collaborating with emergency services when responding to active threats
- ways that social and cultural differences may be expressed.

Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- legislation, regulations and codes of practice that apply when implementing communication systems to respond to active threats in the jurisdiction of operation
- documentation, resources and information technologies required to achieve the performance evidence

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- *National Police Alarm Activation Response Guideline*
- *National Counter-Terrorism Plan*
- *National Guidelines for the Protection of Places of Mass gathering from Terrorism*
- *Australia's Strategy for Protecting Crowded Places from Terrorism*
- *National Guidelines for the Protection of Places of Mass gathering from Terrorism*
- *Active Armed Offender Guidelines for Crowded Places*
- *Improvised Explosive Device Guidelines for Crowded Places*
- *Chemical Weapon Guidelines for Crowded Places*
- *Hostile Vehicle Guidelines for Crowded Places.*

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

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CPPSPS4001 Assess and treat water problems in swimming pools and spas

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSPS4001A Assess and treat water problems in swimming pools and spas.

Incorporated content from CPPSPS4015A Maintain spa water quality, and CPPSPS4011A Comply with regulatory requirements for swimming pool and spa servicing. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to assess water quality, treat water problems and document water-treatment activities.

This unit is suitable for swimming pool and spa technicians who work independently using specialised knowledge and skills to solve water problems in accordance with regulatory requirements in:

- private and public swimming pools and spas, including:
  - hydrotherapy and therapeutic exercise pools
  - wading and receiving pools associated with water slides
  - wave pools.

All work must be carried out to comply with workplace procedures, in accordance with state/territory work health and safety (WHS), regulations and legislation that applies to the workplace. Legislative and regulatory requirements apply to swimming pool and spa technicians but vary according to state/territory jurisdictions. Users must check with the relevant regulatory authority before delivery.

Service technicians are not permitted to undertake installation, replacement, maintenance and repair functions that are restricted to licensed trades or occupations.

Pre-requisite Unit

None.

Unit Sector

Swimming pool and spa service

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Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.	
1 Assess water quality.	1.1	Interpret and comply with relevant regulatory and procedural requirements for water assessment and treatment.
	1.2	Test water quality using compliant equipment and procedures in accordance with water quality parameters and regulatory requirements.
	1.3	Review need for external analysis of samples and arrange as required.
	1.4	Analyse and record test results in accordance with requirements.
	1.5	Record and report water problems and test results accurately.
2 Treat water problems.	2.1	Determine appropriate methods to treat identified water problems.
	2.2	Apply corrective measures to water problems promptly and safely.
	2.3	Monitor the effectiveness of water treatments and adjust as necessary in accordance with regulatory and manufacturer requirements.
3 Develop a water quality maintenance plan	3.1	Develop schedules and procedures for microbiological and chemical testing in line with regulatory and enterprise requirements.
	3.2	Recommend methods to document and monitor test results.
	3.3	Recommend maintenance and procedures to maintain water quality.
4 Complete water	4.1	Reinstate work area and treated swimming pool or spa to operational condition in accordance with WHS,

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treatment procedures.	enterprise and regulatory requirements.
	4.2 Document and report procedures undertaken, and system and/or component malfunctions, faults, wear or damage identified during water treatment.
	4.3 Advise appropriate person of maintenance measures to mitigate water quality problems and ensure compliance with regulatory requirements.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to source and interpret technical information, regulations, standards and codes of practice
- oral communication skills to interact with clients from diverse social, economic and cultural backgrounds
- numeracy skills to perform calculations related to water treatment.

Unit Mapping Information

Supersedes and is equivalent to CPPSPS4001A Assess and treat water problems in swimming pools and spas.

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

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Assessment Requirements for CPPSPS4001 Assess and treat water problems in swimming pools and spas

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSPS4001A Assess and treat water problems in swimming pools and spas.

Incorporated content from CPPSPS4015A Maintain spa water quality, and CPPSPS4011A Comply with regulatory requirements for swimming pool and spa servicing. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by:

- sampling and testing water quality in different swimming pools and spas on five occasions
- taking corrective action to treat identified water quality problems in different swimming pools and spas on five occasions.

At least two of the swimming pools and two of the spas must be used by the public.

Knowledge Evidence

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

- key requirements of relevant commonwealth, state or territory, and local government regulations and Australian standards related to swimming pool and spa servicing:
  - work health and safety
  - public health
  - dangerous goods
  - environment and waste disposal
  - Australian Competition and Consumer Commission product safety guidelines
  - electrical and plumbing regulations related to own work
- enterprise policies and procedures related to:
  - compliance with regulations
  - maintenance of knowledge of regulations
  - roles, responsibilities and limitations of own role
- work instructions:
  - site requirements, including access

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  - personal protective clothing and equipment requirements
  - equipment and systems location information
  - system information
  - warranties and guarantees
- pool and spa water:
  - mineral
  - ozone
  - ultra violet (UV) systems
  - indoor and outdoor
- hazards and risks associated with water quality
- indicators of common swimming pool and spa water problems
- disinfection principles, systems, chemistry and by-products
- water balancing principles and procedures
- water testing methods and procedures
- microbial contamination:
  - bacteria
  - algae
  - protozoa
  - virus
  - parasites
- effectiveness of circulation and filtration system including bather load
- treatments for water problems:
  - contamination response
  - chemical dosing.

Assessment Conditions

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

Assessment must be undertaken in the workplace or in a simulated workplace environment.

Candidates must be provided with:

- relevant manufacturer instructions, regulations, codes, standards and enterprise policies and procedures
- relevant tools and equipment, personal protection equipment (PPE)
- technical references with current information on:
  - water quality parameters
  - water contamination
  - treatment processes for water problems in swimming pools and spas.

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CPPSPS4002 Install and repair swimming pool and spa circulation and filtration systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSPS4002A Install, service and repair swimming pool and spa circulation and filtration systems. Minor title changed. Added in content from CPPSPS4011A Comply with regulatory requirements for swimming pool and spa servicing. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to install, test and repair swimming pool and spa circulation and filtration systems.

This unit is suitable for swimming pool and spa technicians who work independently using specialised knowledge and skills to solve predictable and unpredictable problems in swimming pool and spa circulation and filtration systems in accordance with regulatory requirements in:

- private swimming pools and spas
- public swimming pools and spas, including:
  - hydrotherapy and therapeutic exercise pools
  - wading and receiving pools associated with water slides
  - wave pools.

All work must be carried out to comply with workplace procedures, in accordance with state/territory work health and safety (WHS), regulations and legislation that applies to the workplace. Legislative and regulatory requirements apply to swimming pool and spa technicians but vary according to state/territory jurisdictions. Users must check with the relevant regulatory authority before delivery.

Service technicians are not permitted to undertake any installation, replacement, maintenance and repair functions that are restricted to licensed trades or occupations.

Pre-requisite Unit

None.

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Unit Sector

Swimming pool and spa service

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Assess job requirements.	1.1 Identify relevant Australian standards and regulatory, manufacturer and enterprise requirements related to circulation and filtration systems.
	1.2 Review work instructions and confirm installation or repair activities required
	1.3 Identify hazards and assess and control risks in the work area in line with WHS and enterprise requirements.
2 Install and test swimming pool or spa circulation and filtration system and components.	2.1 Apply relevant regulations, Australian standards and manufacturer, client and enterprise requirements throughout swimming pool or spa circulation and filtration system or component installation.
	2.2 Coordinate work with relevant licensed personnel.
	2.3 Install circulation and filtration system or component to swimming pool or spa.
	2.4 Test and commission swimming pool or spa circulation and filtration system or component.
	2.10
3 Resolve faults in swimming pool or spa circulation and filtration systems.	3.1 Apply system knowledge and technical resources to analyse faults and defects efficiently and accurately.
	3.2 Diagnose faults that are not covered fully by maintenance manual fault diagnosis guides.
	3.3 Seek advice and repair work assistance from relevant personnel for activities outside scope of own expertise or licensing.
	3.4 Apply WHS and sustainability practices related to

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		materials, equipment, and the surrounding environment during fault finding and repair or replacement activities.
	3.5	Repair or replace components in line with manufacturer instructions, and regulatory, client and enterprise requirements.
	3.6	Test and commission swimming pool or spa circulation and filtration system in line with manufacturer instructions.
4 Complete installation and repair.	4.1	Reinstate work area and swimming pool or spa circulation and filtration system to operational condition.
	4.2	Document and report procedures undertaken, and system and/or component malfunctions, faults, wear or damage.
	4.3	Advise client of operational and maintenance requirements of the circulation and filtration system in line with enterprise requirements.
	4.4	Advise appropriate persons of non-compliance of swimming pool or spa and environs with safety and regulations.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to source and interpret technical information, regulations, standards and codes of practice
- oral communication skills to interact with clients from diverse social, economic and cultural backgrounds.

Unit Mapping Information

Supersedes and equivalent to CPPSPS4002A Install, service and repair swimming pool and spa circulation and filtration system.

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

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Assessment Requirements for CPPSPS4002 Install and repair swimming pool and spa circulation and filtration systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSPS4002A Install, service and repair swimming pool and spa circulation and filtration systems. Minor title changed. Added in content from CPPSPS4011A Comply with regulatory requirements for swimming pool and spa servicing. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by:

- installing and testing a water circulation system and a component in one swimming pool and one spa
- installing and testing a filtration system or component in one swimming pool and one spa
- applying technical knowledge and advanced diagnostic skills to identify and repair one fault in a swimming pool and one fault in a spa circulation and filtration system, in line with regulatory requirements.

Knowledge Evidence

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

- key requirements of relevant commonwealth, state or territory, and local government regulations and Australian standards related to swimming pool and spa servicing:
  - work health and safety
  - public health
  - dangerous goods
  - environment and waste disposal
  - Australian Competition and Consumer Commission product safety guidelines
  - electrical and plumbing regulations related to own work
- enterprise policies and procedures related to:
  - compliance with regulations
  - maintenance of knowledge of regulations
  - roles, responsibilities and limitations of own role
- work instructions:

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  - site requirements, including access
  - personal protective clothing and equipment requirements
  - equipment and systems location information
  - circulation and filtration system information
  - warranties and guarantees
- hazards and risks associated with installation and repair of circulation and filtration systems
- water quality problems, identification, causes and solutions
- swimming pool and spa circulation system:
  - purpose and operating principles
  - types of circulation systems
  - components
  - pressure side elements
  - suction side elements
  - common faults
- swimming pool and spa filtration system:
  - purpose and operating principles
  - types of filtration systems
  - components
  - common faults
  - filter media changeover, rate and disposal.

Assessment Conditions

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

Assessment must be undertaken in the workplace or in a simulated workplace environment.

Candidates must be provided with:

- relevant manufacturer instructions, regulations, codes, standards and enterprise policies and procedures
- relevant tools and equipment, personal protection equipment (PPE)
- technical references with current information on swimming pool and spa circulation and filtration systems:
  - operating principles
  - components
  - faults and troubleshooting.

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

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CPPSPS4003 Install and repair swimming pool and spa dosing systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSPS4003A Install, service and repair swimming pool and spa dosing systems. Minor title changed. Added in content from CPPSPS4011A Comply with regulatory requirements for swimming pool and spa servicing. Updated to meet the Standards for Training Packages.

Application

This unit is suitable for swimming pool and spa technicians who work independently using specialised knowledge and skills to solve predictable and unpredictable problems in swimming pools and spa dosing systems in accordance with regulatory requirements in:

- private swimming pools and spas
- public swimming pools and spas, including:
  - hydrotherapy and therapeutic exercise pools
  - wading and receiving pools associated with water slides
  - wave pools.

All work must be carried out to comply with workplace procedures, in accordance with state/territory work health and safety (WHS), regulations and legislation that applies to the workplace. Legislative and regulatory requirements apply to swimming pool and spa technicians but vary according to state/territory jurisdictions. Users must check with the relevant regulatory authority before delivery.

Service technicians are not permitted to undertake any installation, replacement, maintenance and repair functions that are restricted to licensed trades or occupations.

Pre-requisite Unit

None.

Unit Sector

Swimming pool and spa service

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Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Assess job requirements.	1.1 Identify and apply relevant Australian standards and regulatory, manufacturer and enterprise requirements related to swimming pool and spa dosing systems.
	1.2 Review work instructions and confirm installation or repair activities required.
	1.3 Identify hazards and assess and control risks in the work area in line with WHS and enterprise requirements.
2 Install and test swimming pool or spa dosing system and components.	2.1 Apply relevant regulations, Australian standards and manufacturer, client and enterprise requirements throughout swimming pool or spa dosing system or component installation.
	2.2 Coordinate installation work with relevant licensed personnel.
	2.3 Fit dosing system or component to swimming pool or spa.
	2.4 Test and commission swimming pool or spa dosing system or component.
3 Resolve faults in swimming pool or spa dosing systems.	3.1 Apply system knowledge and technical resources to analyse faults and defects efficiently and accurately.
	3.2 Diagnose faults that are not covered fully by maintenance manual fault diagnosis guides.
	3.3 Seek advice and repair work assistance from relevant personnel for activities outside scope of own expertise or licensing.
	3.4 Apply WHS and sustainability practices related to materials, equipment, and the surrounding environment during fault finding and repair or replacement activities.
	3.5 Repair or replace components in line with manufacturer instructions, and regulatory, client and enterprise requirements.

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	3.6	Test and commission swimming pool or spa dosing system in line with manufacturer instructions.
4 Complete installation and repair.	4.1	Reinstate work area and swimming pool or spa dosing system to operational condition.
	4.2	Document and report procedures undertaken, and system and/or component malfunctions, faults, wear or damage.
	4.3	Advise client of operational and maintenance requirements of the dosing system in line with enterprise requirements.
	4.4	Advise appropriate persons of non-compliance of swimming pool or spa and environs with safety and regulations.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to source and interpret technical information, regulations, standards and codes of practice
- oral communication skills to interact with clients from diverse social, economic and cultural backgrounds
- numeracy skills to perform calculations related to troubleshooting faults.

Unit Mapping Information

Supersedes and equivalent to CPPSPS4003A Install, service and repair swimming pool and spa dosing systems.

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

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Assessment Requirements for CPPSPS4003 Install and repair swimming pool and spa dosing systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSPS4003A Install, service and repair swimming pool and spa dosing systems. Minor title changed. Added in content from CPPSPS4011A Comply with regulatory requirements for swimming pool and spa servicing. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by:

- installing and testing a swimming pool or spa dosing system in at least two swimming pools and one spa
- applying technical knowledge and advanced fault diagnostic skills to identify and repair two faults in different dosing systems, in line with regulatory requirements.

Knowledge Evidence

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

- key requirements of relevant commonwealth, state or territory, and local government regulations and Australian standards related to swimming pool and spa servicing:
  - work health and safety
  - public health
  - dangerous goods
  - environment and waste disposal
  - Australian Competition and Consumer Commission product safety guidelines
  - electrical and plumbing regulations related to own work
- enterprise policies and procedures related to:
  - compliance with regulations
  - maintenance of knowledge of regulations
  - roles, responsibilities and limitations of own role
- work instructions
  - site requirements, including access
  - personal protective clothing and equipment requirements

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    - equipment and systems location information
    - system information
    - warranties and guarantees
- hazards and risks associated with installation and repair of dosing systems including electrical safety
- purpose and operating principles of swimming pool and spa dosing systems
- common faults of swimming pool and spa dosing systems
- maintenance procedures for electrically interlocking chemical feeder and pool pump systems
- types, components, operation, installation, commissioning and servicing:
    - dosing control systems
    - erosion feeders or flow-through chemical feed systems:
        - pressure differential feeders
        - pressure erosion dry chemical feeders
        - pressure to vacuum feeders
        - spray erosion dry chemical feeders
- water testing:
    - equipment
    - parameters
    - techniques
    - test results and records.

Assessment Conditions

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

Assessment must be undertaken in the workplace or in a simulated workplace environment.

Candidates must be provided with:

- relevant manufacturer instructions, regulations, codes, standards and enterprise policies and procedures
- relevant tools and equipment, personal protection equipment (PPE)
- technical references with current information on swimming pool and spa dosing systems:
    - operating principles
    - components
    - faults and troubleshooting.

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

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CPPSPS4004 Install and repair swimming pool and spa cleaning and vacuuming systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSPS4004A Install, service and repair swimming pool and spa cleaning and vacuuming systems. Minor title change. Added in content from CPPSPS4011A Comply with regulatory requirements for swimming pool and spa servicing. Element 3 changed from Service to Maintain. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to install, test and repair swimming pool and spa cleaning and vacuuming systems.

This unit is suitable for swimming pool and spa technicians who work independently using specialised knowledge and skills to solve predictable and unpredictable problems in swimming pool and spa cleaning and vacuuming systems in accordance with regulatory requirements in:

- private swimming pools and spas
- public swimming pools and spas, including:
  - hydrotherapy and therapeutic exercise pools
  - wading and receiving pools associated with water slides
  - wave pools.

All work must be carried out to comply with workplace procedures, in accordance with state/territory work health and safety (WHS), regulations and legislation that applies to the workplace. Legislative and regulatory requirements apply to swimming pool and spa technicians but vary according to state/territory jurisdictions. Users must check with the relevant regulatory authority before delivery.

Service technicians are not permitted to undertake any installation, replacement, maintenance and repair functions that are restricted to licensed trades or occupations.

Pre-requisite Unit

None.

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Unit Sector

Swimming pool and spa service

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Assess job requirements.	1.1 Identify relevant Australian standards and regulatory, manufacturer and enterprise requirements related to cleaning and vacuuming systems.
	1.2 Review work instructions and confirm installation or repair activities required.
	1.3 Identify hazards and assess and control risks in the work area in line with WHS and enterprise requirements.
2 Install and test swimming pool or spa cleaning and vacuuming system and components.	2.1 Apply relevant regulations, Australian standards and manufacturer, client and enterprise requirements throughout swimming pool or spa cleaning and vacuuming system or component installation.
	2.2 Coordinate installation work with relevant licensed personnel.
	2.3 Fit cleaning and vacuuming system or component to swimming pool or spa.
	2.4 Test and commission swimming pool or spa cleaning and vacuuming system or component.
3 Resolve faults in swimming pool or spa cleaning and vacuuming systems.	3.1 Apply system knowledge and technical resources to analyse faults and defects efficiently and accurately.
	3.2 Diagnose faults that are not covered fully by maintenance manual fault diagnosis guides.
	3.3 Seek advice and repair work assistance from relevant personnel for activities outside scope of own expertise or licensing.
	3.4 Apply WHS and sustainability practices related to materials, equipment, and the surrounding environment

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		during fault finding and repair or replacement activities.
	3.5	Repair or replace components in line with manufacturer instructions, and regulatory, client and enterprise requirements.
	3.6	Test and commission swimming pool or spa cleaning and vacuuming system in line with manufacturer instructions.
4 Complete installation and repair.	4.1	Reinstate work area and swimming pool or spa cleaning and vacuuming system to operational condition.
	4.2	Document and report procedures undertaken, and system and/or component malfunctions, faults, wear or damage.
	4.3	Advise client of operational and maintenance requirements of the cleaning and vacuuming system in line with enterprise requirements.
	4.4	Advise appropriate persons of non-compliance of swimming pool or spa and environs with safety and regulations.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to source and interpret technical information, regulations, standards and codes of practice
- oral communication skills to interact with clients from diverse social, economic and cultural backgrounds
- numeracy skills to perform calculations related to troubleshooting faults.
-

Unit Mapping Information

Supersedes and equivalent to CPPSPS4004A Install, service and repair swimming pool and spa cleaning and vacuuming systems.

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

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Assessment Requirements for CPPSPS4004 Install and repair swimming pool and spa cleaning and vacuuming systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSPS4004A Install, service and repair swimming pool and spa cleaning and vacuuming systems. Minor title change. Added in content from CPPSPS4011A Comply with regulatory requirements for swimming pool and spa servicing. Element 3 changed from Service to Maintain. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by:

- installing and testing different types cleaning and vacuuming systems or components in two swimming pools and one spa
- applying technical knowledge and advanced diagnostic skills to identify and repair two faults in different swimming pool cleaning and vacuuming systems in line with regulatory requirements.

Knowledge Evidence

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

- key requirements of relevant Commonwealth, state or territory, and local government regulations and Australian standards related to swimming pool and spa servicing:
  - work health and safety
  - public health
  - dangerous goods
  - environment and waste disposal
  - Australian Competition and Consumer Commission product safety guidelines
  - electrical and plumbing regulations related to own work
- enterprise policies and procedures related to:
  - compliance with regulations
  - maintenance of knowledge of regulations
  - roles, responsibilities and limitations of own role
- work instructions:
  - site requirements, including access

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  - personal protective clothing and equipment requirements
  - equipment and systems location information
  - system information
  - warranties and guarantees
- hazards and risks associated with installation and repair of cleaning and vacuuming systems
- types of swimming pool and spa cleaning and vacuuming systems:
  - built-in floor systems
  - pressure cleaners
  - suction cleaners
  - manual vacuum systems
  - sweepers
  - Venturi vacuum type cleaners
  - robotic pool cleaners
  - deck suction vacuum systems in commercial swimming pools
- purpose and operating principles of cleaning and vacuum systems
- components of cleaning and vacuum systems
- common faults of cleaning and vacuum systems
- maintenance procedures:
  - cleaning
  - inspection
  - bleeding air from hose line.

Assessment Conditions

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

Assessment must be undertaken in the workplace or in a simulated workplace environment.

Candidates must be provided with:

- relevant manufacturer instructions, regulations, codes, standards and enterprise policies and procedures
- relevant tools and equipment, personal protection equipment (PPE)
- technical references with current information on swimming pool and spa cleaning and vacuuming systems:
  - operating principles
  - components
  - faults and troubleshooting.

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Links

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CPPSPS4005 Install, service and repair swimming pool and spa heating systems

Modification History

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Supersedes and is equivalent to CPPSPS4005A Install, service and repair swimming pool and spa heating systems. Added in content from CPPSPS4011A Comply with regulatory requirements for swimming pool and spa servicing. Element 3 changed from Service to Maintain. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to install, service, test and repair swimming pool and spa heating systems.

This unit is suitable for swimming pool and spa technicians who work independently using specialised knowledge and skills to solve predictable and unpredictable problems in swimming pool and spa heating systems in accordance with regulatory requirements in:

- private swimming pools and spas
- public swimming pools and spas, including:
  - hydrotherapy and therapeutic exercise pools
  - wading and receiving pools associated with water slides
  - wave pools.

All work must be carried out to comply with workplace procedures, in accordance with state/territory work health and safety (WHS), regulations and legislation that applies to the workplace. Legislative and regulatory requirements apply to swimming pool and spa technicians but vary according to state/territory jurisdictions. Users must check with the relevant regulatory authority before delivery.

Service technicians are not permitted to undertake any installation, replacement, maintenance and repair functions that are restricted to licensed trades or occupations.

Pre-requisite Unit

None.

Unit Sector

Swimming pool and spa service

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Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Assess job requirements.	1.1 Identify relevant Australian standards and regulatory, manufacturer and enterprise requirements related to heating systems.
	1.2 Review work instructions and confirm installation or repair activities required.
	1.3 Determine heating type according to client and site requirements.
	1.4 Identify hazards and assess and control risks in the work area in line with WHS and enterprise requirements.
	1.10
2 Install and test swimming pool or spa heating system and components.	2.1 Apply relevant regulations, Australian standards and manufacturer, client and enterprise requirements throughout swimming pool or spa heating system or component installation.
	2.2 Fit heating system or component to swimming pool or spa.
	2.3 Coordinate installation work with relevant licensed personnel.
	2.4 Test and commission swimming pool or spa heating system or component.
3 Maintain swimming pool or spa heating systems.	3.1 Identify service and maintenance requirements from manufacturer instructions in line with enterprise requirements.
	3.2 Check and fit replacement components in line with manufacturer specifications.
	3.3 Service swimming pool or spa heating system in line with WHS, manufacturer instructions and enterprise procedures.

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4 Resolve faults in swimming pool or spa heating systems.	4.1	Apply system knowledge and technical resources to analyse faults and defects.
	4.2	Diagnose faults that are not covered fully by maintenance manual fault diagnosis guides.
	4.3	Seek advice and repair work assistance from relevant personnel for activities outside scope of own expertise or licensing.
	4.4	Apply WHS and sustainability practices related to materials, equipment, and the surrounding environment during fault finding and repair or replacement activities.
	4.5	Repair or replace components in line with manufacturer instructions, and regulatory, client and enterprise requirements.
	4.6	Test and commission swimming pool or spa heating system in line with specifications.
5 Complete installation and repair.	5.1	Reinstate work area and swimming pool or spa heating system to operational condition.
	5.2	Document and report procedures undertaken, and system or component malfunctions, faults, wear or damage.
	5.3	Advise client of operational and maintenance requirements of the heating system in line with enterprise requirements.
	5.4	Advise appropriate persons of non-compliance of swimming pool or spa and environs with safety and regulations.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to source and interpret technical information, regulations, standards and codes of practice

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- oral communication skills to interact with clients from diverse social, economic and cultural backgrounds
- numeracy skills to perform calculations related to troubleshooting faults.

Unit Mapping Information

Supersedes and equivalent to CPPSPS4005A Install, service and repair swimming pool and spa heating systems.

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

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Assessment Requirements for CPPSPS4005 Install, service and repair swimming pool and spa heating systems

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Supersedes and is equivalent to CPPSPS4005A Install, service and repair swimming pool and spa heating systems. Added in content from CPPSPS4011A Comply with regulatory requirements for swimming pool and spa servicing. Element 3 changed from Service to Maintain. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by safely:

- installing and testing a swimming pool or spa water heating system and a component in a minimum of two swimming pools and one spa in line with regulatory requirements
- applying technical knowledge and advanced diagnostic skills to identify and repair one heating fault in a swimming pool and one fault in a spa in line with regulatory requirements.

Knowledge Evidence

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

- key requirements of relevant commonwealth, state or territory, and local government regulations and Australian standards related to swimming pool and spa servicing:
  - work health and safety
  - public health
  - dangerous goods
  - environment and waste disposal
  - Australian Competition and Consumer Commission product safety guidelines
  - electrical and plumbing regulations related to own work
- enterprise policies and procedures:
  - compliance with regulations
  - maintenance of knowledge of regulations
  - roles, responsibilities and limitations of own role
- work instructions:
  - site requirements, including access

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- personal protective clothing and equipment requirements
- equipment and systems location information
- system information
- warranties and guarantees
- hazards associated with heated water in swimming pools and spas
- energy efficiency:
  - energy consumption of different heating systems
  - ways of maximising energy efficiency of swimming pool and spa heating systems
- swimming pool and spa heating system:
  - purpose and operating principles
  - types and components:
    - heat pump or exchanger
    - gas (fossil fuel)
    - solar
    - electric
  - determining heating requirements:
    - sizing
    - temperature needed
    - time of year pool or spa used
    - pool or spa measurements
    - solar roof space availability and access
    - gas fitting regulations
    - heat pump electrical needs
    - impact of heat blanket
    - purchase, installation and running costs
    - Coefficient of Performance (COP)
  - installation requirements:
    - venting and air circulation
    - installation before chemical or salt chlorination equipment
    - correct pipework and flow rates
    - bypass valves for servicing and water flow adjustments
    - available support staff to safely install heater
  - operation, maintenance and servicing of heating systems:
    - common faults
    - inspection and cleaning
    - manufacturer requirements.

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Assessment Conditions

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

Assessment must be undertaken in the workplace or in a simulated workplace environment.

Candidates must be provided with:

- relevant manufacturer instructions, regulations, codes, standards and enterprise policies and procedures
- relevant tools and equipment, personal protection equipment (PPE)
- technical references with current information on swimming pool and spa heating systems:
  - operating principles
  - components
  - faults and troubleshooting.

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

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CPPSPS4006 Install, service and repair swimming pool and spa low voltage lighting systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSPS4006A Install, service and repair low voltage swimming pool and spa lighting systems. Minor title change. Added in content from CPPSPS4011A Comply with regulatory requirements for swimming pool and spa servicing. Element 3 changed from Service to Maintain. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to install, service and repair swimming pool and spa lighting systems. The unit is restricted to low voltage lighting systems only.

This unit is suitable for swimming pool and spa technicians who work independently using specialised knowledge and skills to solve predictable and unpredictable problems in swimming pool and spa lighting systems in accordance with regulatory requirements in:

- private swimming pools and spas
- public swimming pools and spas, including:
  - hydrotherapy and therapeutic exercise pools
  - wading and receiving pools associated with water slides
  - wave pools.

All work must be carried out to comply with workplace procedures, in accordance with state/territory work health and safety (WHS), regulations and legislation that applies to the workplace. Legislative and regulatory requirements apply to swimming pool and spa technicians but vary according to state/territory jurisdictions. Users must check with the relevant regulatory authority before delivery.

Service technicians are not permitted to undertake any installation, replacement, maintenance and repair functions that are restricted to licensed trades or occupations.

Pre-requisite Unit

None.

Unit Sector

Swimming pool and spa service

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Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Assess job requirements.	1.1 Identify relevant Australian standards and regulatory, manufacturer and enterprise requirements related to swimming pool and spa lighting systems.
	1.2 Review work instructions and confirm system, installation, service or repair activities required.
	1.3 Identify hazards and assess and control risks in the work area in line with WHS and enterprise requirements.
	1.10
2 Install and test swimming pool or spa lighting system and components.	2.1 Apply relevant regulations, Australian standards and manufacturer, client and enterprise requirements throughout lighting system or component installation.
	2.2 Coordinate installation work with relevant licensed personnel.
	2.3 Install lighting system or component to swimming pool or spa.
	2.4 Test and commission swimming pool or spa lighting system or component.
3 Maintain swimming pool or spa lighting systems.	3.1 Identify service and maintenance requirements from manufacturer instructions in line with enterprise requirements.
	3.2 Check and fit replacement components in line with manufacturer instructions.
	3.3 Service swimming pool or spa lighting system in line with WHS, manufacturer instructions and enterprise procedures.
4 Resolve faults in	4.1 Apply system knowledge and technical resources to

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swimming pool or spa lighting systems.		analyse faults and defects efficiently and accurately.
	4.2	Diagnose faults that are not covered fully by maintenance manual fault diagnosis guides.
	4.3	Seek advice and repair work assistance from relevant personnel for activities outside scope of own expertise or licensing.
	4.4	Apply WHS and sustainability practices related to materials, equipment, and the surrounding environment during fault finding and repair or replacement activities.
	4.5	Repair or replace components in line with manufacturer instructions, and regulatory, client and enterprise requirements.
	4.6	Test and commission swimming pool or spa lighting system in line with manufacturer instructions.
5 Complete installation, repair and service.	5.1	Reinstate work area and swimming pool or spa lighting system to operational condition.
	5.2	Document and report procedures undertaken, and system and/or component malfunctions, faults, wear or damage.
	5.3	Advise client of operational and maintenance requirements of the lighting system in line with enterprise requirements.
	5.4	Advise appropriate persons of non-compliance of swimming pool or spa and environs with safety and regulations.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to source and interpret technical information, regulations, standards and codes of practice
- oral communication skills to interact with clients from diverse social, economic and cultural backgrounds
- numeracy skills to perform calculations related to troubleshooting faults.

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Unit Mapping Information

Supersedes and equivalent to CPPSPS4006A Install, service and repair low voltage swimming pool and spa lighting systems.

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

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Assessment Requirements for CPPSPS4006 Install, service and repair swimming pool and spa low voltage lighting systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSPS4006A Install, service and repair low voltage swimming pool and spa lighting systems. Minor title change. Added in content from CPPSPS4011A Comply with regulatory requirements for swimming pool and spa servicing. Element 3 changed from Service to Maintain. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by:

- installing, servicing and testing a swimming pool or spa lighting system and a component in a minimum of two swimming pools and one spa
- applying technical knowledge and advanced diagnostic skills to identify and repair one lighting fault in a swimming pool and one lighting fault in a spa, in line with regulatory requirements.

Knowledge Evidence

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

- key requirements of relevant commonwealth, state or territory, and local government regulations and Australian standards related to swimming pool and spa servicing:
  - work health and safety
  - public health
  - dangerous goods
  - environment and waste disposal
  - Australian Competition and Consumer Commission product safety guidelines
  - electrical and plumbing regulations related to own work
- enterprise policies and procedures related to:
  - compliance with regulations
  - maintenance of knowledge of regulations
  - roles, responsibilities and limitations of own role
- work instructions:
  - site requirements, including access

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    - personal protective clothing and equipment requirements
    - equipment and systems location information
    - system information
    - warranties and guarantees
- hazards and risks associated with swimming pool and spa lighting systems and underwater lighting systems
- swimming pool and spa low voltage lighting system:
    - common faults
    - components including power, transformer, light, light cable
    - maintenance, including multi-meter
    - operating principles of different lighting systems
    - procedures for replacement of bulbs and fuses
    - purpose of lighting system
    - types, operation and servicing of lighting systems:
        - fibre-optic
        - halogen
        - LED
    - retrofitting
- energy efficiency:
    - energy consumption of different lighting systems
    - energy ratings
    - ways of maximising energy efficiency of swimming pool and spa lighting systems.

Assessment Conditions

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

Assessment must be undertaken in the workplace or in a simulated workplace environment.

Candidates must be provided with:

- relevant manufacturer instructions, regulations, codes, standards and enterprise policies and procedures
- relevant tools and equipment, personal protection equipment (PPE)
- technical references with current information on swimming pool and spa lighting systems:
    - operating principles
    - components
    - faults and troubleshooting.

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

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CPPSPS4007 Inspect, service and repair aquatic facility plant and equipment

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSPS4007A Inspect, service and repair aquatic facility plant and equipment. Added in content from CPPSPS4011A Comply with regulatory requirements for swimming pool and spa servicing. Element 3 changed from Service to Maintain. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to inspect, service and repair aquatic facility plant and equipment.

This unit is suitable for swimming pool and spa technicians who work independently using specialised knowledge and skills to solve predictable and unpredictable problems in aquatic facility plant and equipment in accordance with regulatory requirements in:

- commercial and public swimming pools and spas
- hydrotherapy and therapeutic exercise pools
- wading and receiving pools associated with water slides
- wave pools.

All work must be carried out to comply with workplace procedures, in accordance with state/territory work health and safety (WHS), regulations and legislation that applies to the workplace. Legislative and regulatory requirements apply to swimming pool and spa technicians but vary according to state/territory jurisdictions. Users must check with the relevant regulatory authority before delivery.

Service technicians are not permitted to undertake any installation, replacement, maintenance and repair functions that are restricted to licensed trades or occupations.

Pre-requisite Unit

None.

Unit Sector

Swimming pool and spa service

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Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Assess job requirements.	1.1 Identify relevant Australian standards and regulatory, manufacturer and enterprise requirements related to aquatic facility plant and equipment.
	1.2 Review work instructions and confirm system, inspection, service and/or repair activities required.
	1.3 Identify hazards and assess and control risks in the work area in line with WHS and enterprise requirements.
2 Inspect aquatic facility plant, equipment and components.	2.1 Apply relevant regulations, Australian standards and manufacturer, client and enterprise requirements throughout aquatic facility inspection.
	2.2 Coordinate work with relevant licensed personnel to conduct inspection.
	2.3 Report service, safety or repair requirements identified during inspection.
3 Maintain aquatic facility plant and equipment.	3.1 Identify service and maintenance requirements from manufacturer instructions in line with enterprise requirements.
	3.2 Check and fit replacement components in line with manufacturer instructions.
	3.3 Service aquatic facility plant and equipment in line with WHS, manufacturer instructions and enterprise procedures.
4 Resolve faults in aquatic facility plant and equipment.	4.1 Apply system knowledge and technical resources to analyse faults and defects efficiently and accurately.
	4.2 Diagnose faults that are not covered fully by maintenance manual fault diagnosis guides.
	4.3 Seek advice and repair work assistance from relevant personnel for activities outside scope of own expertise or

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		licensing.
	4.4	Apply WHS and sustainability practices related to materials, equipment, and the surrounding environment during fault finding and repair or replacement activities.
	4.5	Repair or replace components in line with manufacturer instructions, and regulatory, client and enterprise requirements.
	4.6	Test and commission aquatic facility plant and equipment in line with manufacturer instructions.
5 Complete inspection, repair and service.	5.1	Reinstate work area and aquatic facility plant and equipment to operational condition.
	5.2	Document and report procedures undertaken, and plant and/or equipment malfunctions, faults, wear or damage identified.
	5.3	Advise client of operational and maintenance requirements of plant and equipment in line with enterprise requirements.
	5.4	Advise appropriate persons of non-compliance of aquatic facility and environs with safety and regulations.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to source and interpret technical information, regulations, standards and codes of practice
- oral communication skills to interact with clients from diverse social, economic and cultural backgrounds
- numeracy skills to perform calculations related to troubleshooting faults.

Unit Mapping Information

Supersedes and equivalent to CPPSPS4007A Inspect, service and repair aquatic facility plant and equipment.

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Assessment Requirements for CPPSPS4007 Inspect, service and repair aquatic facility plant and equipment

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSPS4007A Inspect, service and repair aquatic facility plant and equipment. Added in content from CPPSPS4011A Comply with regulatory requirements for swimming pool and spa servicing. Element 3 changed from Service to Maintain. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by:

- inspecting and servicing aquatic plant, equipment and components in commercial and public swimming pools and spas on three occasions
- applying technical knowledge and advanced diagnostic skills to identify and repair two faults in line with regulatory requirements and which are not restricted to licensed trades or occupations.

Knowledge Evidence

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

- key requirements of relevant commonwealth, state or territory, and local government regulations and Australian standards related to swimming pool and spa servicing:
  - work health and safety
  - public health
  - dangerous goods
  - environment and waste disposal
  - Australian Competition and Consumer Commission product safety guidelines
  - electrical and plumbing regulations related to own work
- enterprise policies and procedures related to:
  - compliance with regulations
  - maintenance of knowledge of regulations
  - roles, responsibilities and limitations of own role
- work instructions:
  - site requirements, including access

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  - personal protective clothing and equipment requirements
  - equipment and systems location information
  - system information
  - warranties and guarantees
- hazards and risks associated with aquatic facility plant and equipment
- aquatic facility plant and equipment:
  - purpose and operating principles
  - maintenance plans and procedures
  - types and components of systems
  - common faults and problems.

Assessment Conditions

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

Assessment must be undertaken in the workplace or in a simulated workplace environment.

Candidates must be provided with:

- relevant manufacturer instructions, regulations, codes, standards and enterprise policies and procedures
- relevant tools and equipment, personal protection equipment (PPE)
- technical references with current information on automated swimming pool and spa systems:
  - operating principles
  - components
  - faults and troubleshooting.

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

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CPPSPS4008 Install, service and repair spas

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSPS4008A Install, service and repair spas. Added in content from CPPSPS4011A Comply with regulatory requirements for swimming pool and spa servicing. Element 3 changed from Service to Maintain. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to install, service and repair spas.

This unit is suitable for swimming pool and spa technicians who work independently using specialised knowledge and skills to solve predictable and unpredictable problems in spas in accordance with regulatory requirements in indoor and outdoor, private and public spas including:

- hydrotherapy pools
- hot tubs
- swim spas
- spa baths and pools.

All work must be carried out to comply with workplace procedures, in accordance with state/territory work health and safety (WHS), regulations and legislation that applies to the workplace. Legislative and regulatory requirements apply to swimming pool and spa technicians but vary according to state/territory jurisdictions. Users must check with the relevant regulatory authority before delivery.

Service technicians are not permitted to undertake any installation, replacement, maintenance and repair functions that are restricted to licensed trades or occupations.

Pre-requisite Unit

None.

Unit Sector

Swimming pool and spa service

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Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Assess job requirements.	1.1 Identify relevant Australian standards and regulatory, manufacturer and enterprise requirements related to spas.
	1.2 Review work instructions and confirm system, installation, service or repair activities required for spa bath or pool.
	1.3 Identify hazards and assess and control risks in the work area in line with WHS and enterprise requirements.
2 Install and test spa and components.	2.1 Apply relevant regulations, Australian standards and manufacturer, client and enterprise requirements throughout installation of lighting system or component.
	2.2 Coordinate installation work with relevant licensed personnel.
	2.3 Install spa system or component.
	2.4 Test and commission spa or component.
3 Maintain spas.	3.1 Identify service and maintenance requirements from manufacturer instructions in line with enterprise requirements.
	3.2 Check and fit replacement components in line with manufacturer instructions.
	3.3 Service spa in line with WHS, manufacturer instructions and enterprise procedures.
4 Resolve faults in spas.	4.1 Apply system knowledge and technical resources to analyse faults and defects.
	4.2 Diagnose faults that are not covered fully by maintenance manual fault diagnosis guides.
	4.3 Seek advice and repair work assistance from relevant personnel for activities outside scope of own expertise or

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		licensing.
	4.4	Apply WHS and sustainability practices related to materials, equipment, and the surrounding environment during fault finding and repair or replacement activities.
	4.5	Repair or replace components in line with manufacturer instructions, and regulatory, client and enterprise requirements.
	4.6	Test and commission spa in line with manufacturer instructions.
5 Complete installation, repair and service.	5.1	Reinstate work area and spa to operational condition.
	5.2	Document and report procedures undertaken, and system and/or component malfunctions, faults, wear or damage.
	5.3	Advise client of operational and maintenance requirements of the spa in line with enterprise requirements.
	5.4	Advise appropriate persons of non-compliance of spa and environs with safety and regulations.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to source and interpret technical information, regulations, standards and codes of practice
- oral communication skills to interact with clients from diverse social, economic and cultural backgrounds
- numeracy skills to perform calculations related to troubleshooting faults.

Unit Mapping Information

Supersedes and equivalent to CPPSPS4008A Install, service and repair spas.

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

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Assessment Requirements for CPPSPS4008 Install, service and repair spas

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Supersedes and is equivalent to CPPSPS4008A Install, service and repair spas. Added in content from CPPSPS4011A Comply with regulatory requirements for swimming pool and spa servicing. Element 3 changed from Service to Maintain. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by:

- installing one spa and a component in a minimum of two spas
- servicing a spa or component in a minimum of two spas
- applying technical knowledge and advanced diagnostic skills to identify and repair two faults in line with regulatory requirements.

Knowledge Evidence

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

- key requirements of relevant commonwealth, state or territory, and local government regulations and Australian standards related to swimming pool and spa servicing:
  - work health and safety
  - public health
  - dangerous goods
  - environment and waste disposal
  - Australian Competition and Consumer Commission product safety guidelines
  - electrical and plumbing regulations related to own work
- enterprise policies and procedures related to:
  - compliance with regulations
  - maintenance of knowledge of regulations
  - roles, responsibilities and limitations of own role
- work instructions:
  - site requirements, including access
  - personal protective clothing and equipment requirements
  - equipment and systems location information

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    - system information
    - warranties and guarantees
- hazards and risks associated with spas
- operating principles
- types, operation, installation, commissioning and servicing of spas
- maintenance of spas
- repair of small cracks and scratches, including use of acrylic repair kit or car scratch repair kit
- common faults, including foaming
- spa components
- construction material:
    - concrete
    - fibreglass
    - thermoplastic
    - stainless steel
- design features:
    - steps, seating areas, hand/support rails
    - dehumidification
    - bathing loads
    - water replacement
    - hot water circulation
    - plant space and location
- disinfection:
    - hazards
    - purpose
    - procedures
- chemistry testing and parameters
- water testing:
    - equipment
    - parameters
    - techniques
    - test results.

Assessment Conditions

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

Assessment must be undertaken in the workplace or in a simulated workplace environment.

Candidates must be provided with:

- relevant manufacturer instructions, regulations, codes, standards and enterprise policies and procedures

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- relevant tools and equipment, personal protection equipment (PPE)
- technical references with current information on spas:
  - operating principles
  - components
  - faults and troubleshooting.

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

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CPPSPS4009 Estimate cost of swimming pool and spa products and services

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSPS4009A Estimate cost of swimming pool and spa products and services. Updated to meet the Standards for Training Packages.

Application

This unit of competency specifies the outcomes required to estimate the cost of swimming pool and spa products and services. It includes confirming customer requirements, sourcing and analysing information on swimming pool and spa products and services and presenting costs to clients.

This unit of competency supports the work of swimming pool and spa technicians servicing:

- private swimming pools and spas
- public swimming pools and spas, including:
  - hydrotherapy and therapeutic exercise pools
  - wading and receiving pools associated with water slides
  - wave pools.

All work must be carried out to comply with workplace procedures, in accordance with state/territory work health and safety (WHS), regulations and legislation that applies to the workplace. Legislative and regulatory requirements apply to swimming pool and spa technicians but vary according to state/territory jurisdictions. Users must check with the relevant regulatory authority before delivery.

Pre-requisite Unit

None.

Unit Sector

Swimming pool and spa service

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Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Assess client requirements.	1.1 Identify client requirements in line with enterprise procedures.
	1.2 Confirm specifications for product and/or service with client in line with enterprise procedures and manufacturer instructions.
2 Research costs of swimming pool and spa products and services.	2.1 Determine and interpret relevant Australian standards and regulatory, manufacturer and enterprise requirements related to swimming pool or spa products and services.
	2.2 Obtain information on products, services and potential suppliers to meet client requirements.
	2.3 Establish availability and supply time of products and services.
	2.4 Identify and uphold ethical standards and industry codes of conduct when identifying suppliers and gathering product and service information.
	2.5 Ascertain factors that may influence estimated cost of products and services.
	2.6 Record information obtained on suppliers, products and service for easy retrieval.
3 Present costs to client.	3.1 Prepare estimate of cost of products and/or services in line with enterprise policy and procedures.
	3.2 Explain estimated cost of products and/or services and limitations of cost estimates to client.
	3.3 Provide information to client on compliance of swimming pool or spa products and services with safety, regulatory and manufacturer requirements.
	3.4 Respond to client questions and concerns.

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Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to source and interpret technical information, regulations, standards, codes of practice, product reviews, trade publications, and supplier information
- writing skills to prepare written information and cost estimates
- oral communication skills to interact with clients from diverse social, economic and cultural backgrounds
- numeracy skills to calculate and compare price and technical features of swimming pool and spa products and services

Unit Mapping Information

Supersedes and equivalent to CPPSPS4009A Estimate cost of swimming pool and spa products and services.

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

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Assessment Requirements for CPPSPS4009 Estimate cost of swimming pool and spa products and services

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSPS4009A Estimate cost of swimming pool and spa products and services. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by:

- preparing and presenting three written estimates of the cost for the supply of swimming pool and spa products and services. Different products and services must be used for each estimate.

Knowledge Evidence

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

- key requirements of relevant commonwealth, state or territory, and local government regulations and Australian standards related to swimming pool and spa servicing:
  - consumer protection
  - work health and safety
  - public health
  - dangerous goods
  - environment and waste disposal
  - Australian Competition and Consumer Commission product safety guidelines
  - electrical and plumbing regulations related to own work
- enterprise policies and procedures related to:
  - compliance with regulations
  - maintenance of knowledge of regulations
  - roles, responsibilities and limitations of own role
- work instructions:
  - site requirements, including access
  - personal protective clothing and equipment requirements
  - warranties and guarantees
- customer service principles

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- enterprise policies and procedures:
  - dealing with client complaints
  - developing product and service knowledge
- factors involved in estimating costs:
  - cost range
  - ethical practices in identifying suppliers and product and service information
  - product and service specifications
  - inclusions, exclusions and limitations
- sources of information on products and services relevant to swimming pools and spas
- swimming pool and spa products and services:
  - accessories
  - chemicals
  - maintenance and servicing.

Assessment Conditions

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

Assessment must be undertaken in the workplace or in a simulated workplace environment.

Candidates must be provided with:

- relevant regulations, codes, standards, enterprise policies and procedures
- technical and commercial references with current information on swimming pool and spa products and services and procedures for determining cost of swimming pool and spa products and services.

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

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CPPSPS4012 Design, install and service automated systems for swimming pools and spas

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSPS4012A Design, install and service automated systems for swimming pools and spas. Added in content from CPPSPS4011A Comply with regulatory requirements for swimming pool and spa servicing. Element 3 changed from Service to Maintain. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to design, install, program, test and service automated systems in swimming pools and spas.

This unit is suitable for swimming pool and spa technicians who work independently using specialised knowledge and skills to solve predictable and unpredictable problems in swimming pool and spa automated systems in accordance with regulatory requirements in:

- private swimming pools and spas
- public swimming pools and spas, including:
  - hydrotherapy and therapeutic exercise pools
  - wading and receiving pools associated with water slides
  - wave pools.

All work must be carried out to comply with workplace procedures, in accordance with state/territory work health and safety (WHS), regulations and legislation that applies to the workplace. Legislative and regulatory requirements apply to swimming pool and spa technicians but vary according to state/territory jurisdictions. Users must check with the relevant regulatory authority before delivery.

Service technicians are not permitted to undertake any installation, replacement, maintenance and repair functions that are restricted to licensed trades or occupations.

Pre-requisite Unit

None.

Unit Sector

Swimming pool and spa service

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Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Assess job requirements.	1.1 Identify relevant Australian standards and regulatory, manufacturer and enterprise requirements related to automated swimming pool and spa systems.
	1.2 Review work instructions and confirm installation, service and/or repair activities required.
	1.3 Identify hazards and assess and control risks in the work area in line with WHS and enterprise requirements.
2 Install and test automated systems and components for swimming pools or spas.	2.1 Apply relevant regulations, Australian standards and manufacturer, client and enterprise requirements throughout swimming pool or spa circulation automated system or component design and installation.
	2.2 Coordinate installation work with relevant licensed personnel.
	2.3 Fit and program automated system.
	2.4 Test and validate automated system or component.
3 Maintain automated systems for swimming pools or spas.	3.1 Identify service and maintenance requirements from manufacturer instructions in line with enterprise requirements.
	3.2 Check and fit replacement components in line with manufacturer instructions.
	3.3 Service automated system in line with WHS, manufacturer instructions and enterprise procedures.
4 Resolve faults in automated systems for swimming pools or spas.	4.1 Apply system knowledge and technical resources to analyse faults and defects efficiently and accurately.
	4.2 Diagnose faults that are not covered fully by maintenance manual fault diagnosis guides.

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	4.3	Seek advice and repair work assistance from relevant personnel for activities outside scope of own expertise or licensing.
	4.4	Apply WHS and sustainability practices related to materials, equipment, and the surrounding environment during fault finding and repair or replacement activities.
	4.5	Repair or replace components in line with manufacturer instructions, and regulatory, client and enterprise requirements.
	4.6	Test and commission automated system in line with manufacturer instructions.
5 Complete installation, repair and service.	5.1	Install or reinstate work area and automated system to operational condition.
	5.2	Document and report procedures undertaken, and system and/or component malfunctions, faults, wear or damage identified.
	5.3	Advise client of operational and maintenance requirements of the automated system in line with enterprise requirements.
	5.4	Advise appropriate persons of non-compliance of swimming pool or spa and environs with safety and regulations.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to source and interpret technical information, regulations, standards and codes of practice
- oral communication skills to interact with clients from diverse social, economic and cultural backgrounds
- numeracy skills to perform calculations related to troubleshooting faults.

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Unit Mapping Information

Supersedes and equivalent to CPPSPS4012A Design, install and service automated systems for swimming pools and spas.

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

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Assessment Requirements for CPPSPS4012 Design, install and service automated systems for swimming pools and spas

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSPS4012A Design, install and service automated systems for swimming pools and spas. Added in content from CPPSPS4011A Comply with regulatory requirements for swimming pool and spa servicing. Element 3 changed from Service to Maintain. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by:

- designing, installing and testing a swimming pool and spa automated system and components in a minimum of two swimming pools and one spa
- Applying technical knowledge and advanced diagnostic skills to identify and repair two faults with automated systems, in line with regulatory requirements.

Knowledge Evidence

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

- key requirements of relevant commonwealth, state or territory, and local government regulations and Australian standards related to swimming pool and spa servicing:
  - work health and safety
  - public health
  - dangerous goods
  - environment and waste disposal
  - Australian Competition and Consumer Commission product safety guidelines
  - electrical and plumbing regulations related to own work
- enterprise policies and procedures related to:
  - compliance with regulations
  - maintenance of knowledge of regulations
  - roles, responsibilities and limitations of own role
- work instructions:
  - site requirements, including access
  - personal protective clothing and equipment requirements

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    - equipment and systems location information
    - system information
    - warranties and guarantees
- hazards and risks associated with automated systems for swimming pools and spas:
    - explosions and implosions
    - skimmer and suction entrapment
    - electrocution, fire, poisoning
- automated systems:
    - purpose and operating principles
    - maintenance procedures, scheduling and run times
    - types:
        - dosing
        - heating
        - lighting
        - pool and spa controllers
        - pool cleaning
        - valving
        - water treatment
    - common faults
- components:
    - electronics:
        - circuits
        - diagrams
        - safety
- testing and test equipment
    - peristaltic pumps
    - programmable controllers
    - sensors
    - connectivity
    - functions of actuator valves.

Assessment Conditions

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

Assessment must be undertaken in the workplace or in a simulated workplace environment.

Candidates must be provided with:

- relevant manufacturer instructions, regulations, codes, standards and enterprise policies and procedures
- relevant tools and equipment, personal protection equipment (PPE)

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- technical references with current information on automated swimming pool and spa systems:
  - operating principles
  - components
  - faults and troubleshooting.

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

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CPPSPS4013 Establish maintenance plans for swimming pools and spas

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSPS4013A Establish maintenance plans for swimming pools and spas. Added in content from CPPSPS4011A Comply with regulatory requirements for swimming pool and spa servicing. Updated to meet the Standards for Training Packages.

Application

This unit of competency specifies the skills and knowledge required to establish maintenance plans for swimming pools and spas.

This unit is suitable for swimming pool and spa technicians who work independently using specialised knowledge and skills to develop, implement and review maintenance plans in:

- private swimming pools and spas
- public swimming pools and spas, including:
  - hydrotherapy and therapeutic exercise pools
  - wading and receiving pools associated with water slides
  - wave pools.

All work must be carried out to comply with workplace procedures, in accordance with state/territory work health and safety (WHS), regulations and legislation that applies to the workplace. Legislative and regulatory requirements apply to swimming pool and spa technicians but vary according to state/territory jurisdictions. Users must check with the relevant regulatory authority before delivery.

Service technicians are not permitted to undertake any installation, replacement, maintenance and repair functions that are restricted to licensed trades or occupations.

Pre-requisite Unit

None.

Unit Sector

Swimming pool and spa service

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Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Assess maintenance requirements.	1.1 Identify relevant Australian standards and regulatory, manufacturer and enterprise requirements related to swimming pool and spa maintenance.
	1.2 Identify requirements for routine, seasonal and preventative maintenance
	1.3 Review work instructions and factors impacting on required maintenance activities and schedules.
	1.4 Identify hazards and assess risks to be addressed in the maintenance plan in line with WHS and enterprise requirements.
2 Develop swimming pool or spa maintenance plan.	2.1 Establish maintenance plan in line with owner instructions, regulatory, manufacturer and enterprise requirements and procedures.
	2.2 Determine maintenance costs and recommended schedule.
	2.3 Develop contract specifications for maintenance services where appropriate.
	2.4 Identify aspects of maintenance plan requiring specialist services and seek assistance as required.
	2.5 Establish criteria and develop register of specialist service providers to support maintenance activities.
	2.6 Establish systems for implementing and reporting maintenance requirements.
3 Implement maintenance plan.	3.1 Seek approval of maintenance plan in line with enterprise procedures.
	3.2 Carry out maintenance in line with agreed plan, owner or operator instructions, legislative requirements and enterprise procedures.
	3.3 Document and report procedures undertaken, and system

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		and/or component malfunctions, faults, wear or damage identified.
	3.4	Advise appropriate persons of non-compliance of swimming pool or spa and environs with safety and regulations.
4 Evaluate maintenance plan.	4.1	Assess maintenance plan using relevant resources and consultation with relevant persons.
	4.2	Present assessment of maintenance plan to relevant people in required format and timeframes.
	4.3	Recommend improvements to maintenance plan to relevant people in line with enterprise procedures.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to source and interpret technical information, regulations, standards and codes of practice
- oral communication skills to:
  - interact with clients from diverse social, economic and cultural backgrounds
  - negotiate contracts with tradespeople and service providers
- numeracy skills to calculate and interpret data and maintenance costs.

Unit Mapping Information

Supersedes and equivalent to CPPSPS4013A Establish maintenance plans for swimming pools and spas.

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

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Assessment Requirements for CPPSPS4013 Establish maintenance plans for swimming pools and spas

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Supersedes and is equivalent to CPPSPS4013A Establish maintenance plans for swimming pools and spas. Added in content from CPPSPS4011A Comply with regulatory requirements for swimming pool and spa servicing. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by:

- developing a maintenance plan for one private swimming pool and one private spa
- developing a maintenance plan for one swimming pool and one spa both of which are used by the public.

Knowledge Evidence

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

- key requirements of relevant commonwealth, state or territory, and local government regulations and Australian standards related to swimming pool and spa servicing:
  - work health and safety
  - public health
  - dangerous goods
  - environment and waste disposal
  - Australian Competition and Consumer Commission product safety guidelines
  - electrical and plumbing regulations related to own work
- enterprise policies and procedures related to:
  - compliance with regulations
  - maintenance of knowledge of regulations
  - roles, responsibilities and limitations of own role
- work instructions:
  - site requirements, including access
  - personal protective clothing and equipment requirements
  - equipment and systems location information
  - maintenance information

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    - warranties and guarantees
- hazards and risks associated with swimming pool and spa maintenance, including chemical safety
- features of business equipment, resources and procedures
- maintenance plan design factors:
    - design and type of facility
    - length of the operating season
    - need to generate revenue
    - number and age of the pools and spas
    - size and capabilities of the staff
- contents of maintenance plans for swimming pools and spas:
    - advantages
    - costs
    - procedures
    - maintenance intervals
    - preventative maintenance
    - routine maintenance
    - seasonal maintenance
    - procedures for selecting specialist service providers including tradespeople
    - specialist services.

Assessment Conditions

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

Assessment must be undertaken in the workplace or in a simulated workplace environment.

Candidates must be provided with:

- relevant manufacturer instructions, regulations, codes, standards and enterprise policies and procedures
- relevant tools and equipment, personal protection equipment (PPE)
- technical references with current information on swimming pool and spa maintenance including:
    - requirements
    - procedures
    - preventative, seasonal and routine maintenance.

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

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CPPSPS4014 Drain and acid wash swimming pools and spas

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Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSPS4014A Drain and acid wash swimming pools and spas. Added in content from CPPSPS4011A Comply with regulatory requirements for swimming pool and spa servicing. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to drain and acid wash swimming pools and spas.

This unit is suitable for swimming pool and spa technicians who work independently using specialised knowledge and skills to solve predictable and unpredictable problems when draining and acid washing swimming pools and spas in accordance with regulatory requirements in:

- private swimming pools and spas
- public swimming pools and spas, including:
  - hydrotherapy and therapeutic exercise pools
  - wading and receiving pools associated with water slides
  - wave pools.

All work must be carried out to comply with workplace procedures, in accordance with state/territory work health and safety (WHS), regulations and legislation that applies to the workplace. Legislative and regulatory requirements apply to swimming pool and spa technicians but vary according to state/territory jurisdictions. Users must check with the relevant regulatory authority before delivery.

Service technicians are not permitted to undertake any installation, replacement, maintenance and repair functions that are restricted to licensed trades or occupations.

Pre-requisite Unit

None.

Unit Sector

Swimming pool and spa service

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Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Assess job requirements.	1.1 Identify relevant Australian standards and regulatory, manufacturer and enterprise requirements related to draining and acid washing swimming pools and spas.
	1.2 Determine suitability of swimming pool or spa for acid washing.
	1.3 Review work instructions and confirm activities required.
	1.4 Identify hazards and assess and control risks in the work area in line with WHS and enterprise requirements
2 Acid wash pool or spa.	2.1 Explain enterprise disclosure, disclaimer and acknowledgement documentation to client.
	2.2 Apply relevant regulations, Australian standards and manufacturer, client and enterprise requirements throughout swimming pool or spa draining and acid washing.
	2.3 Apply WHS and sustainability practices related to materials, equipment, and the surrounding environment during draining and acid washing.
	2.4 Handle, transport and store chemicals and dispose of waste safely in line with enterprise, manufacturer and regulatory requirements.
	2.5 Respond to accident and emergency situations in line with WHS, legislative and enterprise requirements.
3 Complete work activities.	3.1 Reinstate work area and swimming pool or spa to operational condition.
	3.2 Document and report procedures undertaken, and system and/or component malfunctions, faults, wear or damage identified.
	3.3 Advise relevant persons of work completion in line with enterprise procedures.

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Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to interact with clients from diverse social, economic and cultural backgrounds
- reading skills to source and interpret technical information, regulations, standards and codes of practice related to draining and acid washing swimming pools and spas
- numeracy skills to calculate quantities, volumes and ratios of acid and chemicals for acid washing of swimming pool or spa

Unit Mapping Information

Supersedes and equivalent to CPPSPS4014A Drain and acid wash swimming pools and spas.

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

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Assessment Requirements for CPPSPS4014 Drain and acid wash swimming pools and spas

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSPS4014A Drain and acid wash swimming pools and spas. Added in content from CPPSPS4011A Comply with regulatory requirements for swimming pool and spa servicing. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by:

- draining and acid washing one concrete swimming pool
- draining and acid washing one concrete spa.

Knowledge Evidence

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

- key requirements of relevant commonwealth, state or territory, and local government regulations and Australian standards related to swimming pool and spa servicing:
  - work health and safety
  - public health
  - dangerous goods, including chemicals
  - environment and waste disposal
  - Australian Competition and Consumer Commission product safety guidelines
  - electrical and plumbing regulations related to own work
- enterprise policies and procedures related to:
  - compliance with regulations (including building and chemical safety)
  - maintenance of knowledge of regulations
  - roles, responsibilities and limitations of own role
  - purpose and content of client disclosure and acknowledgement documentation
- work instructions:
  - site requirements, including access
  - personal protective clothing and equipment requirements
  - equipment and systems location information
  - warranties and guarantees

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- purpose of acid washing:
  - suitability of swimming pools and spas
  - frequency
  - causes of stain and mineral build-up on pool and spa surfaces
- impact and risks of draining and acid washing on swimming pool or spa surface and structure
- acid washing procedures including waste disposal
- acids:
  - types and properties
  - safety including handling, transportation and storage
- tools, materials and equipment
- hazards and risks associated with draining and acid washing swimming pools and spas:
  - inadequate ventilation
  - natural and other gas build-up
  - atmospheric hazards when incompatible chemicals are stored or mixed together
  - chemical hazards
  - confined spaces and entrapment
  - working at heights
  - exposure to:
    - asbestos
    - contaminated surfaces
    - debris
    - dust and fibres
    - glass
    - live power
- water testing techniques and results.

Assessment Conditions

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

Assessment must be undertaken in the workplace or in a simulated workplace environment.

Candidates must be provided with:

- relevant manufacturer instructions, regulations, codes, standards and enterprise policies and procedures
- relevant tools and equipment, personal protection equipment (PPE)
- technical references with current information on draining and acid washing swimming pool and spas:
  - chemical safety
  - acids
  - problems associated with acid washing swimming pools and spas.

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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

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CPPSPS4016 Advise on swimming pool and spa products and services

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Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSPS4016A Advise on swimming pool and spa products and services. Added in content from CPPSPS4011A Comply with regulatory requirements for swimming pool and spa servicing and WHS. Updated to meet the Standards for Training Packages.

Application

This unit of competency specifies the skills and knowledge required to provide clients with specialist advice on swimming pool and spa products and services. It involves developing product and service knowledge to advise colleagues and clients on the features and benefits of swimming pool and spa products and services.

This unit of competency supports the work of swimming pool and spa technicians servicing:

- private swimming pools and spas
- public swimming pools and spas, including:
  - hydrotherapy and therapeutic exercise pools
  - wading and receiving pools associated with water slides
  - wave pools.

All work must be carried out to comply with workplace procedures, in accordance with state/territory work health and safety (WHS), regulations and legislation that applies to the workplace. Legislative and regulatory requirements apply to swimming pool and spa technicians but vary according to state/territory jurisdictions. Users must check with the relevant regulatory authority before delivery.

Pre-requisite Unit

None.

Unit Sector

Swimming pool and spa service

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Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Develop knowledge of swimming pool and spa products and services.	1.1 Determine and interpret relevant Australian standards and regulatory, manufacturer and enterprise requirements related to swimming pool or spa products and services.
	1.2 Source and review industry resources on swimming pool and spa products and services.
	1.3 Research competitor products, service range and pricing.
	1.4 Collaborate with colleagues to share swimming pool and spa product and service knowledge.
2 Recommend swimming pool and spa products and services.	2.1 Apply enterprise procedures and industry codes of conduct when advising clients about swimming pool and spa products and services.
	2.2 Evaluate swimming pool and spa products and services against client requirements.
	2.3 Advise clients of the features and benefits of swimming pool and spa products or services.
	2.4 Identify complementary swimming pool and spa products or services to meet client requirements.
	2.5 Respond to client questions regarding swimming pool and spa products and services.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to interact with clients from diverse social, economic and cultural backgrounds
- numeracy skills to calculate and compare price and technical features of swimming pool and spa products and services.

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Unit Mapping Information

Supersedes and equivalent to CPPSPS4016A Advise on swimming pool and spa products and services.

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

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Assessment Requirements for CPPSPS4016 Advise on swimming pool and spa products and services

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSPS4016A Advise on swimming pool and spa products and services. Added in content from CPPSPS4011A Comply with regulatory requirements for swimming pool and spa servicing and WHS. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by:

- providing advice about swimming pool and spa products on at least three occasions
- providing advice about swimming pool and spa services on at least three occasions.

Knowledge Evidence

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

- key requirements of relevant commonwealth, state or territory, and local government regulations and Australian standards related to swimming pool and spa servicing:
  - consumer protection
  - work health and safety
  - public health
  - dangerous goods
  - environment and waste disposal
  - Australian Competition and Consumer Commission product safety guidelines
  - electrical and plumbing regulations related to own work
- enterprise policies and procedures related to:
  - compliance with regulations
  - maintenance of knowledge of regulations
  - roles, responsibilities and limitations of own role
  - customer service including dealing with complaints and feedback
  - developing product and service knowledge
  - recommending products and services
- work instructions:
  - site requirements, including access

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    - personal protective clothing and equipment requirements
    - equipment and systems location information
    - maintenance information
    - warranties and guarantees
- enterprise swimming pool and spa product and service range, features and benefits:
    - maintenance, service and repair
    - equipment and accessories
    - chemicals
    - technical advice, including water hydraulics
- components, spare parts and consumable items for swimming pool and spa systems:
    - automation
    - lighting
    - heating
    - circulation and filtration
    - chlorination
    - cleaning and vacuuming
    - swimming pool and spa toys
    - water testing and kits
- swimming pool and spa chemical safety
- sources of product and services knowledge
- terminology and technical terms for swimming pool and spa products and services.

Assessment Conditions

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

Assessment must be undertaken in the workplace or in a simulated workplace environment.

Candidates must be provided with:

- relevant regulations, codes, standards, enterprise policies and procedures
- technical and commercial references with current information on swimming pool and spa products and services.

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

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CPPSPS4017 Detect leaks in swimming pools and spas

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSPS4017A Detect leaks in swimming pools and spas. Added in content from CPPSPS4011A Comply with regulatory requirements for swimming pool and spa servicing and WHS. Updated to meet the Standards for Training Packages.

Application

This unit specifies the outcomes required to detect leaks in swimming pools and spas. It includes operating leak-detection equipment and reporting on leak-detection activities.

This unit is suitable for swimming pool and spa technicians who work independently using specialised knowledge and skills to solve predictable and unpredictable problems in:

- private swimming pools and spas
- public swimming pools and spas, including:
  - hydrotherapy and therapeutic exercise pools
  - wading and receiving pools associated with water slides
  - wave pools.

All work must be carried out to comply with workplace procedures, in accordance with state/territory work health and safety (WHS), regulations and legislation that applies to the workplace. Legislative and regulatory requirements apply to swimming pool and spa technicians but vary according to state/territory jurisdictions. Users must check with the relevant regulatory authority before delivery.

Service technicians are not permitted to undertake any installation, replacement, maintenance and repair functions that are restricted to licensed trades or occupations.

Pre-requisite Unit

Nil.

Unit Sector

Swimming pool and spa service

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Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Assess job requirements.	1.1 Identify relevant Australian standards and regulatory, manufacturer and enterprise requirements related to leak detection.
	1.2 Review work instructions and test to confirm that swimming pool and/or spa is leaking in line with enterprise procedures.
	1.3 Confirm location of related services in line with enterprise procedures.
	1.4 Identify hazards and assess and control risks in the work area in line with WHS and enterprise requirements.
2 Detect leaks.	2.1 Apply relevant regulations, Australian standards and manufacturer, client and enterprise requirements throughout leak detection.
	2.2 Implement leak detection process using appropriate leak-detection equipment.
	2.3 Seek advice from relevant personnel for activities outside scope of own expertise or licensing.
	2.4 Arrange leak repair in line with testing outcomes and enterprise and statutory requirements.
3 Complete leak detection activities.	3.1 Clean and store leak-detection equipment in line with enterprise and manufacturer requirements
	3.2 Review and report on work in line with enterprise procedures.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

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- reading skills to source and interpret technical information, regulations, standards and codes of practice
- oral communication skills to interact with clients from diverse social, economic and cultural backgrounds
- numeracy skills to:
  - perform calculations related to water loss in swimming pools and spas
  - interpret data output from electronic leak-detection equipment.

Unit Mapping Information

Supersedes and equivalent to CPPSPS4017A Detect leaks in swimming pools and spas.

Links

Companion volumes to this training package are available at the VETNet website - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad

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Assessment Requirements for CPPSPS4017 Detect leaks in swimming pools and spas

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Supersedes and is equivalent to CPPSPS4017A Detect leaks in swimming pools and spas. Added in content from CPPSPS4011A Comply with regulatory requirements for swimming pool and spa servicing and WHS. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by:

- Determine job requirements, detect leak and organise repair of leaks in:
  - one swimming pool and one spa made from fibreglass
  - one swimming pool and one spa made from concrete.

Knowledge Evidence

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

- key requirements of relevant commonwealth, state or territory, and local government regulations and Australian standards related to swimming pool and spa servicing:
  - work health and safety
  - public health
  - dangerous goods
  - environment and waste disposal
  - Australian Competition and Consumer Commission product safety guidelines
  - electrical and plumbing regulations related to own work
- enterprise policies and procedures related to:
  - compliance with regulations
  - maintenance of knowledge of regulations
  - roles, responsibilities and limitations of own role
- work instructions:
  - site requirements, including access
  - personal protective clothing and equipment requirements
  - equipment and systems location information

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    - warranties and guarantees
- hazards and risks associated with swimming pool and spa leak detection
- common structural leak areas:
    - cracks
    - lights
    - main drain and hydrostatic valve
    - pipe openings into pool
    - skimmer bond to pool
    - skimmer throat
    - tile line
    - vinyl liners
- leak-detection equipment:
    - types
    - operating principles
    - safety
    - maintenance procedures
- leak-detection procedures
- signs of potential pool and spa leaks:
    - algae growth or discoloration of water
    - cracks
    - equipment loses prime
    - excess chemical usage
    - excessive water loss
    - pool deck is sinking or lifting
    - pool has air in the system
    - soggy spots around the pool
    - visible equipment leaks
- types of leaks in swimming pools and spas:
    - plumbing leaks
    - pressure leaks
    - static leaks.

Assessment Conditions

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

Assessment must be undertaken in the workplace or in a simulated workplace environment.

Candidates must be provided with:

- relevant manufacturer instructions, regulations, codes, standards and enterprise policies and procedures

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- relevant tools and equipment, personal protection equipment (PPE)
- technical references with current information on leak detection techniques for swimming pools and spas.

Links

Companion volumes to this training package are available at the VETNet website - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad

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CPPUPM3005 Manage pests without applying pesticides

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and equivalent CPPPMT3005 Manage pest without applying pesticides.

Application

This unit specifies the skills and knowledge required to adapt or create physical conditions in premises to manage a range of non-timber pests including ants, cockroaches, rodents and spiders. The unit includes gaining a thorough understanding of client requirements and factors contributing to the pest problem and assessing the nature and extent of pest activity at the site. It requires selecting appropriate equipment and pest management methods to eliminate food, water and harbourages and block pest ingress.

The unit does not apply to inspecting for, or managing termites or other timber pests, or applying chemical or fumigation pest management methods.

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

This unit forms part of the licensing requirements for people engaged in pest management in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

Nil

Unit Sector

Urban Pest Management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Confirm client and compliance	1.1 Review work instructions to confirm client requirements, site location and pest management timeframes and

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requirements.		clarify issues with relevant persons.
	1.2	Review workplace policies and procedures and regulatory and industry requirements for managing pests without pesticides and apply to work instructions to ensure compliance.
2 Inspect work site and identify pests or pest activity.	2.1	Establish contact with relevant persons and access work site according to client and workplace requirements.
	2.2	Determine inspection method and select and use required inspection tools and equipment, including personal protective equipment (PPE).
	2.3	Identify hazards associated with inspection tasks and assess and control risks at the site according to workplace requirements.
	2.4	Examine site buildings and surrounds to identify pest entry points, evidence of activity and risk factors according to work instructions.
	2.5	Assess evidence to identify pest types and extent and potential for pest activity and record findings.
3 Plan pest management methods and activities.	3.1	Select cultural and physical pest management methods to manage identified pest types and extent and potential of pest activity.
	3.2	Conduct risk assessment and plan risk management strategies to ensure safety and regulatory compliance when implementing pest management methods.
	3.3	Identify factors affecting completion of pest management activities or compliance and obtain required information or assistance.
	3.4	Prepare and document a pest management plan that addresses the client’s pest problem and meets workplace and compliance requirements.
	3.5	Discuss proposed pest management methods with client to clarify issues and concerns and obtain approval to implement pest management plan.
	3.6	Calculate work site size and usage pattern to plan work

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		activities to ensure safety of personnel and efficient use of tools and building components when installing physical controls.
4 Adapt or create physical conditions in work site to manage pests.	4.1	Install signs or barriers to protect public health and safety during pest management activities and implement other risk control measures required to manage hazards identified at the work site.
	4.2	Select and check pest management tools and equipment and PPE and confirm correct and safe operation according to manufacturers' instructions and workplace requirements.
	4.3	Select, locate and prepare pest management materials according to manufacturers' instructions and pest management plan.
	4.4	Use tools, equipment and materials to modify physical conditions at work site to manage pests according to pest management plan.
	4.5	Check site modifications to verify effectiveness of pest management methods and make required adjustments to meet work instructions and client requirements.
	4.6	Recognise and promptly respond to emergency situation according to workplace requirements.
5 Finalise work and complete documentation.	5.1	Remove tools, equipment, materials and waste from pest management activities and restore work site to meet client and compliance requirements.
	5.2	Remove signage or barriers and notify relevant persons when site is available for re-use.
	5.3	Clean and decontaminate pest management tools and equipment according to manufacturers' instructions and workplace requirements.
	5.4	Check tools, equipment and PPE to confirm safe and correct operation, record required maintenance and store to allow ready access and re-use.
	5.5	Treat exposed skin to remove any contamination according to product manufacturers' instructions and

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workplace requirements.

5.6 Complete and distribute pest management documentation in compliance with workplace and compliance requirements.

Foundation Skills

Candidates require:

- oral communication skills to use clear explanations, active listening and questioning skills to convey, clarify and confirm information provided to clients
- reading skills to interpret key requirements of manufacturers' instructions for equipment and materials
- numeracy skills to calculate area and volume when applying physical pest management controls.

Unit Mapping Information

Supersedes and equivalent to CPPPMT3005 Manage pests without applying pesticides.

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

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Assessment Requirements for CPPUPM3005 Manage pests without applying pesticides

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and equivalent CPPPMT3005 Manage pest without applying pesticides.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by managing pests without applying pesticides in ten different residential and/or commercial premises.

The following different types of pests must be managed during work across the ten premises:

- ants
- cockroaches
- rodents
- spiders
- a minimum of four of the following:
  - bed bugs
  - bees and wasps
  - birds
  - fabric pests
  - fleas
  - flies
  - mites
  - occasional invaders: amphipods, millipedes, springtails, thrips
  - paperlice
  - stored product pests.

Pest management plans for each premises must detail:

- identified pest types and potential for pest activity
- extent of pest activity or infestation including the source, scope and degree of pest activity and contributing risk factors
- recommended pest management methods that do not involve pesticide use
- risk management plan
- advice on health, safety, environmental protection and other compliance requirements

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- advice on pest prevention strategies
- follow-up pest management advice, monitoring and call-back schedule.

Knowledge Evidence

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

- compliance requirements associated with managing pests without applying pesticides:
  - Australian standards, quality assurance and certification requirements
  - industry guides, advisory standards and relevant industry codes of practice
  - key requirements of commonwealth, state and territory legislation and local government regulations:
    - environmental protection
    - licensing for pest management
    - mandatory notifications
    - privacy
    - public health and safety
- ecology, biology, lifecycles, habits and harbourages of urban pests:
  - ants
  - bed bugs
  - bees and wasps
  - birds
  - cockroaches
  - fabric pests (at least three different species in the geographical area)
  - fleas
  - flies (at least three different species in the geographical area)
  - mites
  - occasional invaders: springtails, thrips, amphipods and millipedes
  - paperlice
  - rodents
  - spiders
  - stored product pests (at least three different species in the geographical area)
- information and industry terminology typically contained in pest management work instructions
- meaning of integrated pest management
- methods used to manage non-timber pests without applying pesticides:
  - cultural controls
  - physical controls
- signs of termite activity and implications of not reporting suspected termite activity for follow-up action
  - tools, equipment and materials used when managing pests without applying pesticides:

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    - building components, tools and equipment required to modify sites or install physical controls
    - inspection tools and equipment:
        - camera
        - ladder
        - magnifying glass
        - mirror
        - portable lighting or torch
        - probe
        - specimen bottles
    - personal protective equipment (PPE):
        - eye, ear and respiratory protection
        - first aid kit
        - site-specific PPE and clothing
        - soap and towel
        - sun protection
- typical hazards encountered when managing pests without applying pesticides, and risk control measures for each:
    - animal bites and stings
    - audible alarms
    - confined or restricted spaces
    - electrical
    - environmental contamination
    - fire
    - guard dogs
    - hazards affecting native species
    - ladder use
    - lighting
    - manual handling
    - moving vehicles and machinery
    - noise
    - remote locations
    - residual pesticides and other chemicals
    - respiratory
    - slips and trips
    - temperature
    - ultraviolet (UV) radiation
    - work at heights
- workplace policies and procedures that apply to managing pests without applying pesticides:

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- documentation and reporting
- equipment maintenance and servicing
- format and content requirements for pest management plans
- site arrival, sign-in and pre-work preparations and authorities
- work health and safety:
  - emergency response procedures
  - hazard identification, risk assessment and control using the hierarchy of control
  - injury, dangerous occurrence and incident reporting
  - safe work practices including manual handling and ladder use
  - signs and barriers required to be installed to protect public health and safety during pest management work.

Assessment Conditions

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

Evidence of assessment for pest management activities in seven of the ten premises as specified in the performance evidence, must be based on documentation and photographic evidence that has been validated by a workplace supervisor. A workplace supervisor is a person duly authorised to perform and validate the work being undertaken.

Evidence of assessment for pest management activities in three of the ten premises as specified in the performance evidence:

- must be based on direct observation and assessment of the candidate by an assessor, physically or via audio and visual media
- must involve managing ants, cockroaches, rodents and spiders
- must be in a real workplace for a minimum of two premises
- may be simulated for one premises provided the simulation allows demonstration of all performance criteria.

Candidates must have access to premises and associated work instructions, information, materials, tools, equipment and PPE required to achieve the performance evidence, including relevant industry codes of practice.

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

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CPPUPM3006 Manage pests by applying pesticides

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and equivalent CPPPMT3006 Manage pests by applying pesticides

Application

This unit specifies the skills and knowledge required to apply pesticides to manage a range of non-timber pests such as ants, cockroaches, rodents and spiders in premises where public health and safety and the amenity of the community and environment may be affected. The unit includes gaining a thorough understanding of client requirements and factors contributing to the pest problem and assessing the nature and extent of pest activity at the site. It requires selecting appropriate equipment, pesticides and application methods to safely and efficiently manage pests.

The unit does not apply to inspecting for, or managing termites or other timber pests, or non-chemical pest management where the environment is modified to manage pests.

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

This unit forms part of the licensing requirements for people engaged in pest management in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

Nil

Unit Sector

Urban Pest Management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Confirm client and compliance	1.1 Review work instructions to confirm client requirements, site location and pest management timeframes and

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requirements.		clarify issues with relevant persons.
	1.2	Review workplace policies and procedures and regulatory and industry requirements for managing pests using pesticides and apply to work instructions to ensure compliance.
2 Inspect work site and identify pests or pest activity.	2.1	Establish contact with relevant persons and access work site according to client and workplace requirements.
	2.2	Determine inspection method and select and use required inspection tools and equipment including personal protective equipment (PPE).
	2.3	Identify hazards associated with inspection tasks and assess and control risks at the site according to workplace requirements.
	2.4	Examine site buildings and surrounds to identify pest entry points, evidence of activity and risk factors according to work instructions.
	2.5	Assess evidence to identify pest types and extent and potential for pest activity and record findings.
3 Plan pest management activities.	3.1	Select pesticide and application methods to manage identified pest types and extent and potential of pest activity.
	3.2	Conduct risk assessment and plan risk management strategies to ensure safety and regulatory compliance when managing pests using pesticides.
	3.3	Identify factors affecting completion of pest management activities or compliance and obtain required information or assistance.
	3.4	Prepare and document a pest management plan that addresses the client’s pest problem and meets workplace and compliance requirements.
	3.5	Discuss proposed pest management methods with client to clarify issues and concerns and confirm understanding of chemical control aspects of pest management plan and obtain approval to proceed.

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	3.6	Calculate work site size and usage pattern to plan work activities to ensure safety of personnel and efficient use of equipment and pesticides.
4 Prepare equipment and pesticides and treat work site.	4.1	Install signs or barriers to maximise protection of public health and safety during site treatment, notify occupants, and implement other risk control measures required to manage hazards identified at the work site.
	4.2	Read and follow manufacturers' instructions and safety data sheets (SDS) for selected pesticides and application methods.
	4.3	Select and use PPE for pesticide application according to manufacturers' instructions and SDS.
	4.4	Select pesticides according to risk assessment and pest management plan.
	4.5	Select, check and adjust application equipment and confirm correct and safe operation according to manufacturers' instructions and workplace requirements.
	4.6	Calculate application area, estimate required quantities of pesticides, and prepare pesticides for application following manufacturers' instructions and directions on product labels.
	4.7	Calibrate pump sprayer and check nozzles and flow rate to ensure correct application for surface being treated according to manufacturers' instructions.
	4.8	Apply pesticides at work site and check to ensure correct application according to pest management plan and compliance requirements.
	4.9	Recognise and promptly respond to emergency situation according to workplace requirements.
5 Finalise work and complete documentation.	5.1	Remove equipment, pesticides and waste from pest management activities and restore work site to meet client and compliance requirements.
	5.2	Transport and store pesticides and dispose of waste removed from work site according to manufacturers'

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instructions, workplace and compliance requirements.

5.3 Eliminate hazards prior to site handover and remove signage or barriers according to workplace and compliance requirements.

5.4 Notify relevant persons of residual hazards, necessary hazard reduction measures and site re-entry periods.

5.5 Clean and decontaminate equipment and PPE according to manufacturers' instructions and workplace requirements.

5.6 Check equipment and PPE to confirm safe and correct operation, record required maintenance and store to allow ready access and re-use.

5.7 Treat exposed skin to remove any contamination according to product manufacturers' instructions and workplace requirements.

5.8 Complete and distribute pest management documentation to meet workplace and compliance requirements.

Foundation Skills

Candidates require:

- oral communication skills to use clear explanations, active listening and questioning skills to convey, clarify and confirm information provided to clients
- reading skills to interpret key requirements of manufacturers' instructions and SDS
- numeracy skills to dilute and mix pesticides in the correct ratios.

Unit Mapping Information

Supersedes and equivalent to CPPPMT3006 Manage pests by applying pesticides.

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

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Assessment Requirements for CPPUPM3006 Manage pests by applying pesticides

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and equivalent CPPPMT3006 Manage pests by applying pesticides

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by selecting and applying pesticides internally, and externally as required, in order to manage non-timber pests in ten different residential and/or commercial premises.

The following different types of pests must be managed during work across the ten premises:

- ants
- cockroaches
- rodents
- spiders
- a minimum of four of the following:
  - bed bugs
  - bees and wasps
  - fabric pests
  - fleas
  - flies
  - mites
  - occasional invaders: amphipods, millipedes, springtails, thrips
  - paperlice
  - stored product pests.

Work across the ten premises must involve using:

- bait stations
- electrical dust applicator
- hand puffer
- pump up sprayer
- insecticides and rodenticides, with application methods involving:
  - applying pesticide liquids, powders, gels and granules
  - installing and securing baits

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- space treatments that involve preparation, no-entry notification, using a fogger or mister, ventilation and re-entry processes.

Pest management plans for each premises must detail:

- identified pest types and potential for pest activity
- extent of pest activity or infestation including the source, scope and degree of pest activity and contributing risk factors
- pest management options
- types and quantities of chemicals to be used
- chemical application methods
- risk management plan
- advice on health, safety, environmental protection and other compliance and mandatory notification requirements
- advice on pest prevention strategies
- follow-up pest management advice, monitoring and call-back schedule.

Knowledge Evidence

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

- chemicals' routes of entry into the human body and potential symptoms of exposure
- compliance requirements associated with managing pests by applying pesticides:
  - Australian standards, quality assurance and certification requirements
  - industry guides, advisory standards and relevant industry codes of practice including *A Code of Practice for the Control of Bed Bug Infestations in Australia*
  - environmental requirements:
    - clean up, containment or isolation of hazards
    - emergency chemical spill control measures
    - hazardous materials handling
    - waste handling and disposal
  - key requirements of commonwealth, state and territory legislation and local government regulations:
    - chemical use, registers and manifests
    - dangerous goods
    - environmental protection
    - licensing for pest management
    - mandatory notifications
    - privacy
  - public health and safety:
    - licence endorsements and conditions or limitations
    - occupant notifications
    - record of site conditions
    - warning signs

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- ecology, biology, lifecycles, habits and harbourages of the following types of pests:
  - ants
  - bed bugs
  - bees and wasps
  - cockroaches
  - fabric pests (at least three different species in the geographical area)
  - fleas
  - flies (at least three different species in the geographical area)
  - mites
  - occasional invaders: springtails, thrips, amphipods and millipedes
  - paperlice
  - rodents
  - spiders
  - stored product pests (at least three different species in the geographical area)
- humane euthanasia procedures used in pest management
- information and industry terminology typically contained in pest management work instructions
- meaning of integrated pest management
- pesticide controls for managing pests in a range of environments, conditions, industries and premises
- potential effects of pesticides on public health and the environment and the difference between primary and secondary poisoning associated with rodent baits
- purpose of, and information typically contained in safety data sheets (SDS)
- signs of termite activity and implications of not reporting suspected termite activity for follow-up action
- tools, equipment and materials used when managing pests by applying pesticides:
  - inspection tools and equipment:
    - camera
    - ladder
    - magnifying glass
    - mirror
    - portable lighting or torch
    - probe
    - specimen bottles
  - personal protective equipment (PPE):
    - eye, ear and respiratory protection
    - first aid kit
    - site-specific PPE and clothing
    - soap and towel
    - sun protection
  - pesticide application:

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    - bait stations
    - dust applicators
    - hand puffers
    - hot and cold foggers for space spraying
    - misters for surface spraying
    - pump up, hand-held and backpack sprayers
    - truck-mounted pump and hose rigs
- types of pesticides used to manage non-timber pests and methods for safe handling and application:
    - chemical group, target site and mode of action
    - surfaces, substrates and suitable formulation types
    - application and spray patterns
- typical hazards encountered when managing pests by applying pesticides, and risk control measures for each:
    - animal bites and stings
    - chemicals and residual pesticides
    - confined or restricted spaces
    - electrical
    - environmental contamination
    - fire
    - guard dogs
    - hazards affecting native species
    - ladder use
    - lighting
    - manual handling
    - moving vehicles and machinery
    - noise
    - remote locations
    - respiratory
    - slips and trips
    - temperature
    - ultraviolet radiation
    - work at heights
- workplace policies and procedures that apply to managing pests by applying pesticides:
    - documentation and reporting
    - equipment maintenance and servicing
    - format and content requirements for pest management plans
    - site arrival, sign-in and pre-work preparations and authorities
    - work health and safety:
        - emergency response procedures

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- hazard identification, risk assessment and control using the hierarchy of control
- injury, dangerous occurrence and incident reporting
- safe work practices including manual handling and ladder use
- signs and barriers required to be installed to protect public health and safety during pest management work.

Assessment Conditions

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

Evidence of assessment for pest management activities in seven of the ten premises as specified in the performance evidence, must be based on documentation and photographic evidence that has been validated by a workplace supervisor. A workplace supervisor is a person duly authorised to perform and validate the work being undertaken.

Evidence of assessment for pest management activities in three of the ten premises as specified in the performance evidence:

- must be based on direct observation and assessment of the candidate by an assessor, physically or via audio and visual media
- must involve managing ants, cockroaches, rodents and spiders
- must be in a real workplace for a minimum of two premises
- may be simulated for one premises provided the simulation allows demonstration of all performance criteria.

Candidates must have access to premises and associated work instructions, information, SDS, materials, tools, equipment and PPE required to achieve the performance evidence, including relevant industry codes of practice including *A Code of Practice for the Control of Bed Bug Infestations in Australia*.

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

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CPPUPM3008 Inspect for and report on timber pests

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and equivalent CPPPMT3008 Inspect for and report on timber pests.

Application

This unit specifies the skills and knowledge required to inspect premises and surrounding areas for timber pests. It includes collecting and testing evidence from the site, assessing the type of timber pest, nature of activity and extent of damage, and preparing an inspection report with recommendations for timber pest management.

Types of timber pests vary in different geographic regions. This unit applies to those timber pests found in the local geographic area.

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

This unit forms part of the licensing requirements for people engaged in pest management in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

Nil

Unit Sector

Urban Pest Management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Confirm work and compliance requirements and	1.1 Review work instructions to confirm client requirements, site location and inspection timeframes, and clarify expectations with relevant persons.

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	assess work site.	1.2 Review workplace policies and procedures and regulatory and industry requirements for timber pest inspections and reports and apply to work instructions to ensure compliance.
		1.3 Access and review documentation for the work site to establish a history of previous building or pest inspections, treatments or safety issues.
		1.4 Access work site and assess physical characteristics and surrounding environment according to workplace requirements.
		1.5 Assess type and nature of structures and construction methods at the work site according to workplace requirements.
		1.6 Locate typical timber pest pressure areas to ensure inspection targets probable timber pest activity.
		1.7 Record assessment results and obtain verbal agreement from client to proceed with general timber pest inspection or written agreement for pre-purchase inspection.
2	Plan and prepare for site inspection.	2.1 Identify hazards associated with inspection tasks and assess and control risks at the site according to workplace requirements.
		2.2 Select inspection tools and equipment and fit required personal protective equipment according to workplace requirements.
		2.3 Plan systematic and comprehensive inspection and recording methods based on work site assessment and work instructions.
3	Inspect for timber pests.	3.1 Inspect premises and surrounds using predetermined methods and record results according to workplace and compliance requirements.
		3.2 Inspect and collect evidence of timber pest activity at the work site.
		3.3 Identify timber pest risk factors and requirements for

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		further inspections and discuss recommendations with client.
4	Confirm pest type, activity and extent of damage	4.1 Analyse and test collected evidence to clarify type of timber pest and timber pest activity. 4.2 Analyse inspection records and test results to identify previous or current types of timber pests and to confirm infestation locations and extent of damage. 4.3 Locate timber pest source and site conditions conducive to infestation. 4.4 Estimate previous, current and potential impacts of timber pest activity on the work site and record findings.
5	Prepare and distribute inspection report.	5.1 Document inspection report detailing inspection outcomes, evidence and risk analysis and pest management recommendations according to work instructions, workplace and compliance requirements. 5.2 Distribute inspection report to relevant persons according to work instructions, workplace and compliance requirements. 5.3 Securely maintain all inspection documentation, evidence and client records according to workplace requirements.

Foundation Skills

Candidates require:

- oral communication skills to use questioning and active listening to clarify client expectations
- reading skills to interpret key requirements of Australian standards and industry codes of practice
- numeracy skills to measure dimensions and calculate area and volume of premises
- writing skills to accurately and legibly record findings when undertaking site inspections.

Unit Mapping Information

Supersedes and equivalent to CPPPMT3008 Inspect for and report on timber pests.

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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

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Assessment Requirements for CPPUPM3008 Inspect for and report on timber pests

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and equivalent CPPPMT3008 Inspect for and report on timber pests.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by inspecting for and reporting on timber pests at ten different premises involving:

- inspection for evidence of activity from subterranean termites at a minimum of five premises
- identification of evidence of subterranean termites at one premises
- inspection for evidence of activity from two other types of timber pests from the list below:
  - borers
  - damp wood termites
  - dry wood termites
  - wood decay fungi.

At each premises:

- the following evidence must be inspected for:
  - chambers
  - damp swell (bulging walls)
  - discolouration of timber or plaster
  - evidence of feeding
  - holes
  - mud tracks and leads
  - nests and nest materials
  - specimens
  - timber damage, timber shavings and sawdust
- inspection areas must include four or more of the following:
  - external areas of property including trees and fences
  - external surfaces
  - floor areas
  - interiors

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  - timber areas including trims and mouldings
  - outbuildings
  - roof voids
  - subfloors
- site assessment must include five or more of the following:
  - age of structures
  - associated building or land use
  - dark and humid areas
  - drainage
  - evidence of previous treatments
  - level of moisture
  - risk factors encouraging timber pest activity
  - soil types
  - timber types
  - ventilation.

Knowledge Evidence

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

- climatic and geographic impact on timber pest activities
- compliance requirements associated with inspecting for and reporting on timber pests:
  - Australian standards, quality assurance and certification requirements including:
    - *AS/NZS 3660 Termite Management Set* (AS/NZS 3660)
    - *AS 4349.2 Inspection of buildings Group titled properties*
    - *AS 4349.3 Inspection of buildings Timber pest inspections*
  - industry guides, advisory standards and relevant industry codes of practice
  - key requirements of commonwealth, state and territory legislation and local government regulations:
    - consumer protection
    - legal implications of timber pest management work
    - licensing requirements for timber pest management
    - privacy
    - public health and safety
- construction terminology used to describe building structures and construction methods in relation to timber pest activity
- difference between general timber inspections and pre-purchase inspections
- information and industry terminology typically contained in pest management work instructions
- soil and timber types in relation to timber pest activity
- tools and equipment used when inspecting for timber pests:
  - inspection tools and equipment:

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    - camera
    - hand lens
    - ladder
    - measuring tape
    - mirror
    - moisture meter
    - pliers
    - probes or knife
    - report check sheet or notepad
    - sounding tools
    - specimen bottle
    - torch
  - personal protective equipment (PPE):
    - eye, ear and respiratory protection
    - site-specific PPE and clothing
    - soap and towel
    - sun protection
- types of timber pests and their ecology, biology, lifecycles, habits and harbourages:
  - borers
  - damp wood termites
  - dry wood termites
  - subterranean termites
  - wood decay fungi
- types of further inspections that may be recommended to clients:
  - detailed inspections including thermal inspections
  - inspections by other personnel including builders, electricians and plumbers
  - invasive inspections including those using a bore-scope
- typical hazards encountered when inspecting for timber pests, and risk control measures for each:
  - animal bites and stings
  - confined or restricted spaces
  - electrical
  - environmental contamination
  - fire
  - ladder use
  - lighting
  - manual handling
  - moving vehicles and machinery
  - noise
  - remote locations

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    - residual pesticides and other chemicals
    - respiratory
    - slips and trips
    - temperature
    - ultraviolet radiation
    - work at heights
- typical timber pest pressure areas
- workplace policies and procedures that apply to inspecting for and reporting on timber pests:
    - documentation and reporting
    - format and content of inspection plans
    - work health and safety:
        - emergency response procedures
        - hazard identification, risk assessment and control using the hierarchy of control
        - injury, dangerous occurrence and incident reporting
        - safe work methods including ladder use.

Assessment Conditions

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

Evidence of assessment for pest management activities in seven of the ten premises as specified in the performance evidence, must be based on documentation and photographic evidence that has been validated by a workplace supervisor. A workplace supervisor is a person duly authorised to perform and validate the work being undertaken.

Evidence of assessment for pest management activities in three of the ten premises as specified in the performance evidence:

- must be based on direct observation and assessment of the candidate by an assessor:
    - physically, or
    - via audio and visual media provided the candidate is physically accompanied by a person who is licensed or holds the required competency to inspect for timber pests
- must involve subterranean termites for a minimum of one premises
- must be in a real workplace for a minimum of two premises
- may be simulated for one premises provided the simulation allows demonstration of all performance criteria.

Candidates must have access to premises and associated work instructions, information, tools, equipment and PPE required to achieve the performance evidence including:

- previous inspection reports or pest treatment records if available
- Australian standards: AS/NZS 3660 and AS 4349.2
- relevant industry codes of practice including:
    - *A Code of Practice for Prior to Purchase Specialist Timber Pest Inspections*

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- *Code of Best Practice for Termite Management*
- *Code of Best Practice for Termite Management During Construction*
- *Industry Code of Practice for Training in the Pest Management Industry.*

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

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CPPUPM3010 Control timber pests

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and equivalent CPPPMT3010 Control timber pests

Application

This unit specifies the skills and knowledge required to prepare and implement a plan to manage timber pests. It includes reviewing existing reports relating to timber pest activity at the premises and planning, implementing and monitoring strategies to control timber pests. The unit requires selecting equipment, chemicals, materials and methods to effectively manage the timber pest problem.

Types of timber pests vary in different geographic regions. This unit applies to those timber pests found in the local geographic area.

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

This unit forms part of the licensing requirements for people engaged in pest management in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

Nil

Unit Sector

Urban Pest Management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Confirm work and compliance requirements.	1.1 Review work instructions and inspection report to confirm client and site requirements and clarify issues with relevant persons.

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	1.2	Review workplace policies and procedures and regulatory and industry requirements for timber pest management and apply to work instructions to ensure compliance.
2 Develop timber pest management plan.	2.1	Select methods to control timber pests based on inspection report, work site environment and client, workplace and compliance requirements.
	2.2	Identify and organise equipment required to control timber pests according to workplace requirements.
	2.3	Calculate quantities of materials necessary to manage timber pests according to workplace requirements.
	2.4	Document timber pest management plan for work site that meets client and workplace requirements.
	2.5	Discuss proposed timber pest management plan with client, respond to issues and concerns and obtain approval to proceed with implementation.
3 Prepare to control timber pests.	3.1	Install signs or barriers to maximise protection of public health and safety during treatment operation, notify occupants, and implement other risk control measures required to manage hazards identified at the work site.
	3.2	Identify factors affecting completion of timber pest control activities or compliance and obtain required information or assistance.
	3.3	Select and fit required personal protective equipment (PPE) according to workplace requirements.
	3.4	Select, check and prepare equipment and materials required for timber pest control activities according to manufacturers' instructions, safety data sheets (SDS), workplace and compliance requirements.
4 Implement timber pest management plan.	4.1	Install or apply pest control materials identified in pest management plan according to manufacturers' instructions, workplace and compliance requirements.

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	4.2	Carry out timber pest control procedures according to pest management plan, workplace and compliance requirements.
	4.3	Check effectiveness of pest control measures against timber pest management plan and take required remedial actions to ensure optimal results.
	4.4	Recognise and promptly respond to emergency situation according to workplace requirements.
5 Finalise work and complete documentation.	5.1	Remove tools, equipment, materials and waste from pest management activities and restore work site to meet client and compliance requirements.
	5.2	Eliminate hazards prior to site handover and remove signage or barriers according to workplace and compliance requirements.
	5.3	Notify relevant persons of residual hazards, necessary hazard reduction measures and site re-entry periods.
	5.4	Clean and decontaminate equipment and PPE according to manufacturers' instructions and workplace requirements.
	5.5	Check equipment and PPE to confirm safe and correct operation, record required maintenance and store to allow ready access and re-use.
	5.6	Treat exposed skin to remove any contamination according to product manufacturers' instructions and workplace requirements.
	5.7	Prepare and issue required certificates and notices according to compliance requirements.
	5.8	Complete and distribute pest management documentation to meet workplace and compliance requirements.
6 Monitor effectiveness of timber pest treatment.	6.1	Establish periodic contact schedule with client according to workplace requirements.
	6.2	Maintain regular liaison with client to monitor effectiveness of timber pest treatment according to

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workplace requirements.

Foundation Skills

Candidates require:

- oral communication skills to use questioning and active listening when responding to client issues and concerns
- reading skills to interpret key requirements of Australian standards, SDS and industry codes of practice
- numeracy skills to:
  - calculate flow rates and pressures when using termiticide application equipment
  - calculate required termiticide volume and bait and dust quantities
  - measure dimensions and calculate area and volume of treatment site
  - prepare and mix chemicals in the correct quantities and ratios
- writing skills to accurately and legibly prepare certificates and notices and complete documentation.

Unit Mapping Information

Supersedes and equivalent to CPPPMT3010 Control timber pests.

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

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Assessment Requirements for CPPUPM3010 Control timber pests

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and equivalent CPPPMT3010 Control timber pests

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by controlling timber pests at ten different premises involving:

- different construction methods including slab-on-ground and suspended floor
- controls for subterranean termites at a minimum of five premises
- controls for two other types of timber pests from the list below:
  - borers
  - damp wood termites
  - dry wood termites
  - wood decay fungi
- eradication and exclusion using five or more of the following:
  - bait box
  - concrete drill
  - dust applicator
  - foaming applicator
  - liquid injection nozzle
  - monitoring station
  - slab injector
  - soil injector
  - soil spray nozzle
  - termiticide station
- using termiticides and one or more of the following:
  - physical termite management system
  - sealing components.
- Timber pest management plans for each premises must detail:
  - identified timber pest types and potential for timber pest activity
  - extent of timber pest activity or infestation including the source, scope and degree of timber pest activity and contributing risk factors
  - timber pest management methods

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- types and quantities of chemicals to be used and chemical application methods
- risk management plan
- record keeping mandated by licensing or regulatory requirements
- advice on health, safety, environmental protection and other compliance and mandatory notification requirements
- advice on timber pest prevention strategies
- follow-up timber pest management advice, monitoring and call-back schedule.

Knowledge Evidence

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

- building structures and construction methods relevant to work sites described in the performance evidence and control of timber pests at those sites
- chemicals' routes of entry into the human body and potential symptoms of exposure
- climatic and geographic impact on timber pest activities
- compliance requirements associated with controlling timber pests:
  - Australian standards, quality assurance and certification requirements:
    - AS/NZS 3660 Termite Management Set (AS/NZS 3660)
    - *AS 4349.2 Inspection of buildings Group titled properties*
    - *AS 4349.3 Inspection of buildings Timber pest inspections*
  - environmental requirements:
    - clean up, containment or isolation of hazards
    - emergency chemical spill control measures
    - hazardous materials handling
    - waste handling and disposal
  - industry guides, advisory standards and relevant industry codes of practice
  - key requirements of commonwealth, state and territory legislation and local government regulations:
    - chemical use, registers and manifests
    - consumer protection
    - environmental protection
    - legal implications of timber pest management work
    - licensing requirements for timber pest management
    - mandatory notifications
    - privacy
  - public health and safety:
    - licence endorsements and conditions or limitations
    - occupant notifications
    - record of site conditions
    - warning signs

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- information and industry terminology typically contained in pest management work instructions
- meaning of integrated pest management
- pest management methods used to control timber pests:
  - chemical, cultural and physical controls in a range of environments and conditions
  - difference in action and application of termiticides
  - product knowledge and manufacturers' specifications for equipment and products used to control timber pests
- purpose of, and information typically contained in safety data sheets (SDS)
- soil types in relation to timber pest activities
- tools, equipment and materials used to control timber pests:
  - access and inspection tools equipment:
    - camera
    - hand lens
    - ladder
    - measuring tape
    - mirror
    - moisture meter
    - pliers
    - probes or knife
    - sounding tools
    - specimen bottle
    - torch
  - application and installation equipment:
    - bait box or station
    - concrete drill
    - dust applicator
    - foaming applicator
    - liquid injection nozzle
    - monitoring station
    - slab injector
    - soil injector
    - soil spray nozzle
    - termiticide station
  - materials:
    - physical termite management systems
    - sealing components
    - termiticides
  - personal protective equipment (PPE):
    - eye, ear and respiratory protection

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    - first aid kit
    - site-specific PPE and clothing
    - soap and towel
    - sun protection
- types of timber pests and their ecology, biology, lifecycles, habits and harbourages:
    - borers
    - damp wood termites
    - dry wood termites
    - subterranean termites
    - wood decay fungi
- typical hazards encountered when controlling timber pests, and risk control measures for each:
    - animal bites and stings
    - asbestos
    - chemical
    - confined or restricted spaces
    - electrical
    - environmental contamination
    - fire
    - ladder use
    - lighting
    - manual handling
    - moving vehicles and machinery
    - noise
    - remote locations
    - respiratory
    - slips and trips
    - temperature
    - ultraviolet radiation
    - underground services
    - work at heights
- workplace policies and procedures that apply to controlling timber pests:
    - documentation and reporting
    - format and content requirements for timber pest management plans
    - work health and safety:
        - emergency response procedures
        - hazard identification, risk assessment and control using the hierarchy of control
        - injury, dangerous occurrence and incident reporting
        - safe work methods including manual handling and ladder use.

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Assessment Conditions

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

Evidence of assessment for pest management activities in seven of the ten premises as specified in the performance evidence, must be based on documentation and photographic evidence that has been validated by a workplace supervisor. A workplace supervisor is a person duly authorised to perform and validate the work being undertaken.

Evidence of assessment for pest management activities in three of the ten premises as specified in the performance evidence:

- must be based on direct observation and assessment of the candidate by an assessor:
- physically, or
- via audio and visual media provided the candidate is physically accompanied by a person who is licensed or holds the required competency to control timber pests
- must involve subterranean termites for a minimum of one premises
- must be in a real workplace for a minimum of two premises
- may be simulated for one premises provided the simulation allows demonstration of all performance criteria.

Candidates must have access to premises and associated work instructions, information, materials, tools, equipment and PPE required to achieve the performance evidence including:

- inspection reports for premises
- Australian standards: AS/NZS 3660 and AS 4349.2
- relevant industry codes of practice including:
- *A Code of Practice for Prior to Purchase Specialist Timber Pest Inspections*
- *Code of Best Practice for Termite Management*
- *Code of Best Practice for Termite Management During Construction*
- *Industry Code of Practice for Training in the Pest Management Industry*.

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

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CPPUPM3011 Manage organisms by applying fumigants to commodities and environments

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and equivalent CPPPMT3011 Manage organisms by applying fumigants to commodities and environments

Application

This unit specifies the skills and knowledge required to apply fumigants to control organisms and organism activity that affect the health, safety or amenity of persons, commodities or environments in domestic, commercial, industrial and maritime situations. The unit requires understanding client requirements, assessing the site, and selecting and using equipment, fumigants and application methods to effectively manage organisms.

Work is conducted by teams of at least two people in compliance with state and territory health and safety legislation. A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

Fumigants are most frequently applied by pest technicians to meet quarantine conditions for exported or imported goods but are also applied in commercial grain handling and storage environments.

This unit does not apply to horticultural or agricultural situations involving crop growing.

This unit forms part of the licensing requirements for people engaged in pest management in some states and territories. For further information, check with the relevant regulatory authority. Where required, the fumigator must meet the licensing requirements of the relevant Australian or international quarantine authority.

Pre-requisite Unit

Nil

Unit Sector

Urban Pest Management

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Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Confirm work and compliance requirements.	1.1 Review work instructions or quarantine order to confirm fumigation requirements and discuss client needs and expectations with relevant persons.
	1.2 Confirm authority of client requesting fumigation services and clarify fumigation site and target in consultation with relevant persons.
	1.3 Review workplace policies and procedures and regulatory and industry requirements for organism fumigation and apply to work instructions to ensure compliance.
2 Access and assess work site.	2.1 Select and fit required personal protective equipment (PPE) according to workplace requirements.
	2.2 Access work site, identify hazards and control risks according to workplace requirements.
	2.3 Assess work site to identify access points and security arrangements and characteristics impacting fumigation according to workplace requirements.
	2.4 Determine site size and usage patterns to ensure safety of personnel and efficient use of fumigants and equipment during fumigation.
3 Determine organism types and fumigation method.	3.1 Confirm types of organisms and commodities present at the work site according to workplace requirements.
	3.2 Select fumigation method and fumigant to suit types of organisms, work site environment and commodities present according to manufacturers' instructions, workplace and compliance requirements.
	3.3 Establish capacity to create fumigation conditions at work site and promptly report factors affecting completion of work instructions or quarantine order to relevant persons.

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	3.4	Advise relevant persons of risks associated with fumigation including non-target contamination and damage
4 Prepare for fumigation.	4.1	Install signs or barriers to maximise protection of public health and safety during fumigation and implement other risk control measures required to manage hazards at the work site.
	4.2	Notify personnel in adjoining properties and required authorities of proposed fumigation according to workplace and compliance requirements.
	4.3	Implement security measures to control unauthorised access to work site during fumigation and prescribed non re-entry periods according to manufacturers' instructions, workplace and compliance requirements.
	4.4	Create conditions to ensure that essential fumigant concentrations are retained for required period within fumigation enclosure according to manufacturers' instructions.
	4.5	Select and use PPE for fumigant application according to manufacturers' instructions and safety data sheet (SDS) for fumigant type and workplace requirements.
	4.6	Select and calibrate application equipment and confirm correct and safe operation according to manufacturers' instructions and workplace requirements.
	4.7	Access fumigant and transport to application site according to manufacturers' instructions, workplace and compliance requirements.
	4.8	Calculate and prepare fumigant dosages according to fumigant type, fumigation target and enclosure volume and temperature following manufacturers' instructions and compliance requirements.
5 Apply fumigant and monitor fumigation.	5.1	Treat fumigation enclosure using equipment, fumigant and fumigation methods according to manufacturers' instructions, workplace and compliance requirements.
	5.2	Check and adjust fumigation enclosure seal to ensure

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		optimal application according to manufacturers' instructions, workplace and compliance requirements.
	5.3	Assess fumigant escape throughout fumigation exposure period to control impact on public health and safety according to workplace and compliance requirements.
	5.4	Secure and continuously monitor fumigation site to prevent unauthorised access and maintain safe conditions according to workplace and compliance requirements.
	5.5	Monitor and maintain integrity of enclosure seal and fumigant concentrations over fumigation exposure period according to manufacturers' instructions.
	5.6	Recognise and promptly respond to emergency situation according to workplace requirements.
6 Ventilate fumigation enclosure.	6.1	Establish suitable conditions for enclosure ventilation to control risks to public health and safety according to manufacturers' instructions, workplace and compliance requirements.
	6.2	Apply approved method to safely release fumigant and ventilate enclosure to remove fumigant in a safe and controlled manner according to manufacturers' instructions, workplace and compliance requirements.
	6.3	Aerate fumigation enclosure and commodities present according to manufacturers' instructions, workplace and compliance requirements.
	6.4	Test fumigation enclosure and commodities present for evidence of residual fumigant according to manufacturers' instructions, workplace and compliance requirements.
7 Finalise work and complete documentation.	7.1	Remove equipment, fumigant and waste and restore work site to meet work instructions or quarantine order and compliance requirements.
	7.2	Eliminate hazards prior to site handover and remove signage or barriers according to workplace and compliance requirements.

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7.3 Notify relevant persons of residual hazards, necessary risk control measures and site re-entry periods.

7.4 Clean and decontaminate equipment and PPE according to manufacturers' instructions and workplace requirements.

7.5 Check equipment and PPE to confirm safe and correct operation, record required maintenance and store to allow ready access and re-use.

7.6 Transport and store fumigant according to manufacturers' instructions, workplace and compliance requirements.

7.7 Dispose of waste from fumigation activities according to work instructions or quarantine order, workplace and compliance requirements.

7.8 Treat exposed skin to remove any contamination according to SDS and workplace requirements.

7.9 Complete and distribute required documentation and update client records according to workplace and compliance requirements.

Foundation Skills

Candidates require:

- oral communication skills to use questioning and active listening when discussing client needs and expectations
- reading skills to interpret key requirements of work instructions, manufacturers' instructions and SDS
- numeracy skills to:
  - calculate required fumigant concentrations at various stages of the fumigation period
  - calculate percentage variations in fumigant concentrations
- writing skills to accurately and legibly complete workplace and compliance documentation.

Unit Mapping Information

Supersedes and equivalent to CPPPMT3011 Manage organisms by applying fumigants to commodities and environments.

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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

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Assessment Requirements for CPPUPM3011 Manage organisms by applying fumigants to commodities and environments

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and equivalent CPPPMT3011 Manage organisms by applying fumigants to commodities and environments

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by fumigating five different sites from the types listed below, according to the type of licence held:

- aircraft
- building
- burrow
- chamber
- container
- sheeted stack
- ship
- silo
- soil.

Fumigation must target one or more of the following organisms:

- arachnids
- bacteria
- fungi
- insects
- molluscs
- moulds
- plants
- rabbits
- rodents
- seeds.

Knowledge Evidence

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

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- chemicals' routes of entry into the human body and potential symptoms of exposure
- commodity absorption and desorption rates
- compliance requirements associated with managing organisms by applying fumigants to commodities and environments in domestic, commercial, industrial and maritime situations:
  - Australian and international standards, quality assurance and certification requirements including *AS 2476 General fumigation procedures* (AS 2476)
  - environmental requirements:
    - clean up, containment or isolation of hazards
    - emergency chemical spill control measures
    - hazardous materials handling
    - regulations, by-laws and guidelines of environmental protection agencies and government departments
    - waste handling and disposal
  - industry guides, advisory standards and relevant industry codes of practice
  - key requirements of commonwealth, state and territory legislation and local government regulations:
    - chemical use, registers and manifests
    - consumer protection
    - dangerous goods
    - fumigation regulations and licence requirements
    - mandatory notifications
    - privacy
    - public health and safety
    - quarantine requirements
    - work health and safety (WHS)
  - public health and safety:
    - licence endorsements and conditions or limitations
    - occupant notifications
    - record of site conditions
    - warning signs
- equipment used when applying fumigants:
  - fumigant application equipment and calibration methods
  - personal protective equipment (PPE):
    - eye, ear and respiratory protection
    - first aid kit
    - site-specific PPE and clothing
    - soap and towel
    - sun protection
- fumigation methods and associated:
  - fumigation conditions, site and enclosure requirements

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  - organisms eradicated through fumigation
  - product knowledge including manufacturers' instructions for equipment and products being used
  - risks of effect of fumigant on public health and environment
- information and industry terminology typically contained in work instructions and quarantine orders
- purpose of, and information typically contained in safety data sheets (SDS)
- test methods and readings for monitoring fumigant concentrations
- types of fumigants used to manage organisms in commodities and environments:
  - application methods
  - environmental conditions such as withholding periods
  - preparation requirements
  - safety requirements for handling, use and decontamination
  - types of organisms treated
- typical hazards encountered when managing organisms by applying fumigants to commodities and environments, and risk control measures for each:
  - animal bites and stings
  - chemicals
  - confined or restricted spaces
  - electrical
  - environmental contamination
  - fire
  - lighting
  - manual handling
  - moving vehicles and machinery
  - noise
  - remote locations
  - respiratory
  - slips and trips
  - temperature
  - ultraviolet radiation
  - work at heights
- workplace policies and procedures that apply to managing organisms by applying fumigants:
  - documentation and reporting
  - WHS:
    - emergency response procedures
    - hazard identification, risk assessment and control using the hierarchy of control
    - injury, dangerous occurrence and incident reporting
    - safe work methods.

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Assessment Conditions

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

Fumigations must be conducted with at least one other person and supervised by a licensed fumigator. Of the five required simulations, two must be conducted in a real workplace and three may be simulated

Candidates must have access to fumigation sites and associated work instructions, information, SDS, fumigants, tools, equipment and PPE required to achieve the performance evidence including AS 2476 and relevant industry codes of practice.

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

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CPPUPM3017 Maintain, service and repair pest management equipment

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and equivalent CPPPMT3017 Maintain, service and repair pest management equipment

Application

This unit specifies the skills and knowledge required to plan and conduct regular maintenance, servicing and repair of pest management equipment to ensure equipment is fit for purpose, ready for use and complies with regulatory requirements. It includes preparing and implementing an equipment maintenance plan, regularly inspecting and monitoring equipment use and condition, organising parts and labour, and carrying out servicing and repairs ensuring minimal disruption to pest management operations.

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

This unit forms part of the licensing requirements for people engaged in pest management in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

Nil

Unit Sector

Urban Pest Management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Confirm workplace and compliance	1.1 Review workplace policies and procedures and regulatory and industry requirements for maintaining, servicing and repairing pest management equipment and

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requirements.		apply to maintenance planning to ensure compliance.
	1.2	Access and review manufacturers' specifications for pest management equipment to confirm recommended maintenance timeframes and procedures and apply to maintenance planning.
2 Prepare and implement equipment maintenance plan.	2.1	Document a maintenance plan incorporating scheduled equipment inspections, monitoring, maintenance, service and repair.
	2.2	Check that maintenance plan meets workplace and compliance requirements, maximises equipment effectiveness and minimises disruption to pest management operations.
	2.3	Establish program of periodic equipment inspections and ongoing monitoring according to maintenance plan.
	2.4	Conduct periodic equipment inspections according to maintenance plan and update inspection records.
	2.5	Check equipment user reports to identify and diagnose required equipment maintenance and emergency repairs and update maintenance plan accordingly.
	2.6	Establish arrangements for maintenance, service and repair of equipment requiring specialist services in consultation with relevant persons.
3 Prepare for equipment servicing and repair.	3.1	Inform management and operators of scheduled equipment servicing and repair activities in line with maintenance plan.
	3.2	Identify and organise required parts and labour to meet servicing and repair needs according to manufacturers' instructions and workplace requirements.
	3.3	Prepare required tools, equipment, parts and materials in readiness for servicing and repair tasks according to manufacturers' instructions.
	3.4	Identify hazards and control risks associated with maintenance, servicing and repair activities according to workplace requirements.

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4	Service and repair equipment and complete documentation.	4.1 Select, check for correct operation, and use personal protective equipment according to workplace requirements.
		4.2 Identify and clean pest management equipment requiring service and repair according to manufacturers' instructions.
		4.3 Carry out equipment service and repair tasks according to equipment maintenance plan, manufacturers' instructions and workplace requirements.
		4.4 Check serviced and repaired equipment to confirm correct operation and make required adjustments where problems are identified.
		4.5 Arrange required compliance inspections and approvals for serviced and repaired equipment and promptly return serviced and repaired equipment to operational use.
		4.6 Dispose of unserviceable equipment and clean and maintain work area according to workplace and compliance requirements.
		4.7 Update equipment maintenance plan and complete and distribute workplace and compliance documentation.

Foundation Skills

Candidates require:

- reading skills to interpret key requirements of manufacturers' instructions and equipment manuals and labels
- numeracy skills to:
  - calculate quantities of parts and materials to meet servicing and repair needs
  - estimate and schedule service and repair timeframes.

Unit Mapping Information

Supersedes and equivalent to CPPPMT3017 Maintain, service and repair pest management equipment.

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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

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Assessment Requirements for CPPUPM3017 Maintain, service and repair pest management equipment

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and equivalent CPPPMT3017 Maintain, service and repair pest management equipment

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by preparing and implementing an equipment maintenance plan for pest management equipment involving:

- conducting daily, weekly or monthly maintenance tasks for:
  - first aid kit: check and replenish
  - two nozzle: clean
  - pneumatic hand sprayer: clean and lubricate
  - respirator: clean face mask body, remove used filter cartridge and replace filter
  - spill kit: check and replenish
  - spray gun: clean and lubricate
- conducting the following servicing and repair tasks:
  - nozzle: replace ‘O’ ring (cone jet)
  - pneumatic hand sprayer: fit repair kit
  - respirator: inspect, remove and replace inhalation and exhalation valve(s) and head strap
  - simple centrifugal pump: fit seal kit
  - spray gun: fit seal kit.

The equipment maintenance plan must detail:

- arrangements for maintenance and periodic service and repair of equipment requiring specialist services, such as elevated work platforms and generators
- equipment inspection, monitoring, maintenance, service and repair schedules
- emergency procedures
- replacement procedures
- routine maintenance procedures.

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Knowledge Evidence

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

- chemicals' routes of entry into the human body and potential symptoms of exposure
- compliance requirements associated with maintaining, servicing and repairing pest management equipment:
  - Australian standards, quality assurance and certification requirements
  - industry guides, advisory standards and codes of practice
  - key requirements of commonwealth, state and territory legislation and local government regulations:
    - consumer protection
    - dangerous goods
    - environmental protection
    - pesticide registers and manifests
    - pesticide use
    - public health and safety
- hazards and risks associated with maintaining, servicing and repairing pest management equipment
- information typically contained in equipment maintenance plans
- operation, maintenance, service and repair procedures and schedules for common pest management plant and equipment:
  - elevated work platforms
  - first aid kits
  - generators
  - hot and cold foggers for space spraying
  - misters for surface spraying
  - nozzles
  - pneumatic hand sprayers
  - respirators
  - simple centrifugal pump
  - spill kits
  - spray guns
- required compliance inspections and approvals for serviced equipment
- scheduling methods
- sources of reliable information about spare parts availability and supply
- workplace policies and procedures that apply to maintaining, servicing and repairing pest management equipment:
  - disposal of waste and obsolete equipment
  - equipment maintenance, service and repair schedules
  - records and documentation
  - work health and safety:

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- emergency response procedures
- hazard identification, risk assessment and control using the hierarchy of control
- injury, dangerous occurrence and incident reporting
- personal protective equipment (PPE)
- safe work practices including hazardous materials and manual handling.

Assessment Conditions

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

Evidence of assessment for the maintenance and repair of respirators, pneumatic hand sprayers and one other type of equipment, as specified in the performance evidence, must be based on direct observation and assessment of the candidate by an assessor, physically or via audio and visual media.

Evidence of remaining maintenance, service and repair activities as specified in the performance evidence must be based on documentation and photographic evidence that has been validated by a workplace supervisor. A workplace supervisor is a person duly authorised to perform and validate the work being undertaken. The assessor must be satisfied that the candidate has demonstrated knowledge of spill kit and first aid kit contents and other types of equipment submitted in documentary and photographic evidence.

Candidates must have access to workplace policies and procedures, manufacturers' instructions, information, materials, tools, equipment and PPE required to achieve the performance evidence including:

- pest management equipment requiring maintenance, repair and service, and spare parts and consumables.

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

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CPPUPM3018 Maintain equipment and pesticide storage area in pest management vehicles

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and equivalent CPPPMT3018 Maintain equipment and pesticide storage area in pest management vehicles

Application

This unit specifies the skills and knowledge required to set up, stock and control a storage area for equipment and pesticides within a pest management vehicle. It includes monitoring and controlling the security, labelling, movement and storage of equipment and pesticides and ensuring strict compliance with workplace and regulatory requirements. The unit requires maintaining the pest management vehicle to ensure it is clean, safe and roadworthy in readiness for pest management work.

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

This unit forms part of the licensing requirements for people engaged in pest management in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

Nil

Unit Sector

Urban Pest Management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Confirm compliance requirements and set up vehicle storage	1.1 Review workplace policies and procedures and regulatory and industry requirements for equipment and pesticide storage in pest management vehicles and apply

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area.		to work instructions to ensure compliance.
	1.2	Check pest management vehicle capacities against intended use and verify compliance with regulatory requirements.
	1.3	Secure storage area from unauthorised access according to regulatory requirements.
	1.4	Identify existing hazards associated with vehicle and pesticides and implement required risk control measures.
	1.5	Organise storage area and separate equipment and passenger compartments to minimise transportation risks.
	1.6	Equip vehicle to enable emergency response to be implemented according to workplace and compliance requirements.
2 Equip vehicle storage area.	2.1	Select, check for correct operation, and use personal protective equipment (PPE) according to safety data sheets (SDS) and manufacturers' instructions for chemicals to be stored.
	2.2	Check chemical containers to verify suitable condition for storage and transport according to compliance requirements.
	2.3	Identify chemical storage specifications and store chemicals in vehicle according to manufacturers' instructions, SDS and workplace requirements.
	2.4	Clean, safety-check and store vehicle equipment to enable ready access and re-use and record identified maintenance requirements.
	2.5	Maintain storage area free from obstacles and collect and dispose of waste according to workplace and compliance requirements.
3 Control and maintain stocks of equipment and chemicals.	3.1	Operate and maintain inventory system with maximum and minimum holding levels of equipment and chemicals according to workplace requirements.
	3.2	Monitor equipment and chemical use patterns and reorder stock to maintain required levels.

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	3.3	Prepare accurate and legible chemical labels with essential safety information for containers holding decanted and diluted pesticides.
	3.4	Maintain an accurate labelling system for all containers according to workplace and compliance requirements.
	3.5	Monitor chemical expiration dates and use chemicals on an oldest-manufactured, first-out basis.
	3.6	Dispose of obsolete chemicals and equipment according to manufacturers' instructions and compliance requirements.
	3.7	Systematically complete stock control records and chemical register or manifest according to workplace and compliance requirements.
4 Control storage area during provision of pest management services.	4.1	Secure chemicals to prevent accidental spillage according to manufacturers' instructions and compliance requirements.
	4.2	Estimate, store and transport quantities of chemicals required for immediate pest management work according to manufacturers' instructions and compliance requirements.
	4.3	Store PPE separately to chemicals and vehicle occupants.
	4.4	Secure, use and maintain vehicle equipment and PPE during pest management service provision.
	4.5	Monitor pest management vehicle during service provision to restrict access and operation to authorised personnel according to workplace requirements
5 Maintain pest management vehicle.	5.1	Safety-check vehicle and organise regular servicing to ensure roadworthiness according to manufacturers' instructions, workplace and compliance requirements.
	5.2	Clean vehicle to remove chemical contaminants and dispose of waste according to workplace and compliance requirements.
	5.3	Maintain vehicle to meet workplace presentation

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		requirements.
6 Respond to emergency situations.	6.1	Identify accidental spillage or other emergency situation and promptly implement emergency response procedures according to workplace and compliance requirements.
	6.2	Complete required compliance and workplace documentation detailing emergency situation and response.

Foundation Skills

Candidates require:

- reading skills to interpret key requirements of equipment manuals, safety warning signs and symbols, pesticide labels and SDS
- numeracy skills to:
  - calculate maximum and minimum holding levels of equipment and chemicals
  - interpret numerical information from SDS, manufacturers' instructions and pesticide labels
- writing skills to legibly and accurately complete chemical labels, stock control records and chemical registers or manifests.

Unit Mapping Information

Supersedes and equivalent to CPPPMT3018 Maintain equipment and pesticide storage area in pest management vehicles.

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

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Assessment Requirements for CPPUPM3018 Maintain equipment and pesticide storage area in pest management vehicles

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and equivalent CPPPMT3018 Maintain equipment and pesticide storage area in pest management vehicles

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by setting up, stocking and controlling a storage area for equipment and pesticides within a pest management vehicle to ensure the vehicle is fit for purpose.

Equipment in the pest management vehicle must include:

- bunding and spill kit
- inspection equipment
- lockable storage areas
- pesticide application equipment
- pesticide measuring and mixing equipment
- spare parts and consumables
- waste disposal containers
    - personal protective equipment (PPE):
    - eye, ear and respiratory protection
    - first aid kit appropriate for a range of tasks and locations
    - personal protective clothing
    - soap and towel
    - sun protection.

Pesticides and chemicals in the vehicle storage area must include:

- cleaning agents
- dangerous goods
- flammable products
- insecticides and rodenticides.
- Safety information stored in the pest management vehicle must include:
    - chemical co-location, separation and segregation information
    - chemical manifests and registers
    - dangerous goods diamonds

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- emergency management plan
- manufacturers' instructions for stored equipment
- product labels for stored chemicals
- safety data sheets (SDS) for stored chemicals.

Knowledge Evidence

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

- chemicals' routes of entry into the human body and potential symptoms of exposure
- areas from which pest management vehicles are prohibited
- chemical storage, container and labelling requirements
- compliance requirements associated with maintaining pest management vehicle storage areas:
  - Australian standards, quality assurance and certification requirements
  - industry guides, advisory standards and codes of practice
  - environmental requirements:
    - clean up, containment or isolation of hazards
    - emergency chemical spill control measures
    - hazardous materials handling
    - waste handling and disposal
  - key requirements of commonwealth, state and territory legislation and local government regulations:
    - chemical use, registers and manifests
    - dangerous goods
    - environmental protection
    - licensing for pest management
    - licensing for vehicle operation and chemical transport
    - mandatory notifications
    - public health and safety
- equipment stored within pest management vehicles:
  - inspection tools and equipment:
    - camera
    - hand lens
    - ladder
    - measuring tape
    - mirror
    - moisture meter
    - pliers
    - probes or knife
    - report check sheet or notepad

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    - sounding tools
    - specimen bottle
    - torch
  - PPE:
    - eye, ear and respiratory protection
    - personal protective clothing
    - soap and towel
    - sun protection
  - vehicle equipment:
    - bunding and spill kit
    - first aid kit
    - lockable storage areas
    - pesticide application equipment
    - pesticide measuring and mixing equipment
    - spare parts and consumables
    - waste disposal containers
- methods for maintaining stock inventories and rotating stock in pest management vehicles
- pest management vehicle cleaning locations that comply with environmental requirements
- potential effects of pesticides on public health and the environment
- product knowledge and manufacturers' specifications for products stored and transported in pest management vehicle
- purpose of, and information typically contained in SDS
- types of pesticides commonly stored in pest management vehicles, and methods for their safe handling and transport
- typical hazards encountered when maintaining pest management vehicle storage areas, and risk control measures for each:
  - chemical preparation, use, storage and disposal
  - electrical
  - environmental contamination
  - fire
  - lighting
  - manual handling
  - moving vehicles and machinery
  - noise
  - residual pesticides
  - respiratory
  - slips and trips
  - temperature
  - ultraviolet radiation
- vehicle types and specifications suitable to pest management operations
- workplace policies and procedures that apply to pest management vehicles:

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- equipment cleaning and maintenance
- records and documentation
- security of equipment, chemicals and vehicle
- vehicle servicing and presentation
- work health and safety:
  - emergency response procedures
  - hazard identification, risk assessment and control using the hierarchy of control
  - injury, dangerous occurrence and incident reporting
  - safe work practices including manual handling.

Assessment Conditions

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

Evidence of assessment for pest management activities as specified in the performance evidence must be based on documentation and photographic evidence that has been validated by a workplace supervisor. A workplace supervisor is a person duly authorised to perform and validate the work being undertaken. The assessor must be satisfied that the candidate has demonstrated knowledge of spill kit contents and other types of equipment submitted in documentary and photographic evidence.

Candidates must have access to workplace policies and procedures, manufacturers' instructions, information, materials, tools, equipment and PPE required to achieve the performance evidence including:

- a suitable pest management vehicle, spare parts, pesticides and consumables
- SDS, equipment manuals and vehicle safety information, signage and documentation.

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

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CPPUPM3042 Install termite management systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and equivalent CPPPMT3042 Install physical termite management systems

Application

This unit specifies the skills and knowledge required to install termite management systems to manage subterranean termites in premises at the pre-construction stage. It includes assessing methods of construction of different premises as well as applying techniques required to prevent termites gaining concealed access to a completed construction. The unit requires selecting equipment, materials and methods suitable to the type of termite management system and construction.

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

This unit forms part of the licensing requirements for people engaged in pest management in some states and territories, and licensing is required to install termite management systems that are impregnated with chemicals. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

Nil

Unit Sector

Urban Pest Management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Confirm work and compliance requirements.	1.1 Review work instructions and drawings to confirm client and premises requirements for termite management and clarify issues with relevant persons.

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	1.2	Review workplace policies and procedures, codes, standards and regulatory requirements for installing termite management systems and apply to work instructions to ensure compliance.
2 Plan to install termite management system.	2.1	Review work site plan and identify areas requiring protection according to client, workplace and compliance requirements.
	2.2	Select termite management system to meet work instructions and review manufacturers' instructions to confirm installation specifications.
	2.3	Check that termite management system and installation methods meet quality standards according to workplace and compliance requirements.
	2.4	Discuss installation methods with relevant persons, respond to issues and concerns and obtain approval to proceed.
3 Assess work site and prepare for installation.	3.1	Select and fit required personal protective equipment (PPE) according to workplace requirements.
	3.2	Access and assess work site and construction methods and confirm installation specifications according to work instructions and manufacturers' instructions for termite management system.
	3.3	Determine site usage patterns to ensure safety of personnel and efficient use of tools and equipment during installation work.
	3.4	Conduct site measurements and calculations to confirm length and area of installation and check against installation specifications.
	3.5	Check previous trades work to identify possible effects on proposed installation and report issues to relevant persons.
	3.6	Select tools and equipment required for installation, check for serviceability and report faults according to workplace requirements.

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	3.7	Select required materials to meet manufacturers' instructions and installation specifications and locate at the work site in readiness for installation.
4 Install and check termite management system.	4.1	Identify hazards and control risks at the work site according to workplace requirements.
	4.2	Identify factors affecting completion of work instructions and advise relevant persons.
	4.3	Install termite management system to termite access points according to work instructions, manufacturers' instructions and workplace requirements.
	4.4	Check installation to confirm it meets manufacturers' instructions, workplace and compliance requirements.
5 Finalise work and complete documentation.	5.1	Identify hazards and control risks at the work site according to workplace requirements.
	5.2	Identify factors affecting completion of work instructions and advise relevant persons.
	5.3	Install termite management system to termite access points according to work instructions, manufacturers' instructions and workplace requirements.
	5.4	Check installation to confirm it meets manufacturers' instructions, workplace and compliance requirements.
	5.5	Identify hazards and control risks at the work site according to workplace requirements.

Foundation Skills

Candidates require:

- oral communication skills to use questioning and active listening when discussing implementation methods and site usage patterns with clients
- reading skills to interpret key requirements of:
  - building, construction or site plans and drawings for the installation site
  - the National Construction Code

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- writing skills to accurately and legibly complete records and documentation.

Unit Mapping Information

Supersedes and equivalent to CPPPMT3042 Install physical termite management systems.

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

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Assessment Requirements for CPPUPM3042 Install termite management systems

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and equivalent CPPPMT3042 Install physical termite management systems

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by installing a termite management system to manage subterranean termites at ten different premises involving:

- different construction methods including slab-on-ground and suspended floor
- pre-construction installations.

Knowledge Evidence

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

- building structures and construction methods and materials relevant to premises described in the performance evidence and management of subterranean termites at those sites:
  - concrete slabs
  - footings
  - wall frames
- compliance requirements associated with installing termite management systems:
  - Australian standards, quality assurance and certification requirements including the National Construction Code (NCC) and *AS/NZS 3660 Termite Management Set* (AS/NZS 3660)
  - industry guides, advisory standards and relevant industry codes of practice
  - key requirements of commonwealth, state and territory legislation and local government regulations:
    - consumer protection
    - environmental protection
    - legal implications of installing termite management systems
    - licensing requirements for installing termite management systems that are impregnated with chemicals
    - licensing requirements for installing termite management systems

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    - mandatory notifications
    - pesticide use
    - privacy
  - public health and safety:
    - licence endorsements and conditions or limitations
    - occupant notifications
    - record of site conditions
    - warning signs
- information and industry terminology typically contained in pest management work instructions
- soil and timber types in relation to termite activities
- termite management systems and methods for their installation pre-construction:
- proprietary products that provide a barrier at termite access points
- proprietary products used in combination that provide a comprehensive termite management system and associated regulatory requirements
- tools, equipment and materials used to install termite management systems:
  - hand and power tools
  - measuring tools
  - personal protective equipment (PPE):
    - eye, ear and respiratory protection
    - first aid kit
    - site-specific PPE and clothing
    - soap and towel
    - sun protection
- types of subterranean termites and their ecology, biology, lifecycles, habits and harbourages
- typical hazards encountered when installing termite management systems, and risk control measures for each:
  - animal bites and stings
  - confined or restricted spaces
  - electrical
  - environmental contamination
  - fire
  - lighting
  - manual handling
  - moving vehicles and machinery
  - noise
  - pesticides and other chemicals
  - remote locations
  - respiratory
  - slips and trips

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    - temperature
    - ultraviolet radiation
    - underground services
- workplace policies and procedures that apply to installing termite management systems:
- documentation and reporting
    - work health and safety:
        - emergency response procedures
        - hazard identification, risk assessment and control using the hierarchy of control
        - injury, dangerous occurrence and incident reporting
        - safe work methods including manual handling and using hand and power tools.

Assessment Conditions

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

Evidence of assessment for installing termite management systems at seven of the ten premises as specified in the performance evidence, must be based on documentation and photographic evidence that has been validated by a workplace supervisor. A workplace supervisor is a person duly authorised to perform and validate the work being undertaken.

Evidence of assessment for installing termite management systems at three of the ten premises as specified in the performance evidence:

- must be based on direct observation and assessment of the candidate by an assessor:
- physically, or
- via audio and visual media provided the candidate is physically accompanied by a person who is licensed or holds the required competency to install termite management systems
- must be in a real workplace for a minimum of two premises
- may be simulated for one premises provided the simulation allows demonstration of all performance criteria.

Candidates must have access to premises and associated work instructions, plans, drawings, information, materials, tools, equipment and PPE required to achieve the performance evidence including:

- NCC, AS/NZS 3660
- termite management systems for installation
- relevant industry codes of practice including:
    - *A Code of Practice for Prior to Purchase Specialist Timber Pest Inspections*
    - *Code of Best Practice for Termite Management*
    - *Code of Best Practice for Termite Management During Construction*
    - *Industry Code of Practice for Training in the Pest Management Industry.*

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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

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CPPUPM4001 Assess and select pest management vehicle and equipment

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is not equivalent to CPPPMT3026 Select pest management vehicle and equipment

Application

This unit specifies the skills and knowledge required to assess and select a pest management vehicle and equipment necessary to deliver pest management services to clients. It requires an understanding of the services to be delivered and involves specifying equipment that can support those services and which complies with strict legislative and public health and safety requirements. The unit includes reviewing product specifications and marketing materials for pest management equipment, and establishing hiring, leasing or purchasing arrangements for acquisition.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

This unit forms part of the licensing requirements for people engaged in pest management in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

Nil

Unit Sector

Urban Pest Management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.

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1 Confirm services to be provided and compliance requirements.	1.1	Review and confirm regulatory and industry requirements for use and selection of pest management vehicle.
	1.2	Review workplace documentation to clarify equipment budget, usage patterns and acquisition requirements.
	1.3	Identify types of pests to be treated, pest management methods and target client groups for service delivery.
	1.4	Select equipment required to implement pest management services.
	1.5	Assess hazards and risks associated with vehicle and equipment use and document risk management strategy that ensures regulatory compliance.
2 Select pest management vehicle.	2.1	Determine vehicle type required for pest management service delivery and assess vehicle capacities against intended use according to manufacturers' specifications, workplace and regulatory requirements.
	2.2	Question manufacturers and suppliers to assess vehicle specifications and negotiate costs.
	2.3	Identify suitable pest management vehicle and verify it is roadworthy and complies with regulatory requirements for transporting pest management equipment and chemicals by road.
3 Assess performance and select equipment.	3.1	Access and review marketing materials and product specifications for pest management equipment including personal protective equipment (PPE).
	3.2	Review manufacturers' instructions and regulatory requirements to clarify performance capabilities and characteristics of equipment, including PPE required for pest management service delivery.
	3.3	Select equipment for service delivery considering durability in normal working conditions, ease of cleaning and use, maintenance and repair costs and safety to meet workplace and regulatory requirements.
	3.4	Estimate use and life expectancy of equipment to meet

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		workplace requirements.
	3.5	Select weather-resistant equipment for external use to meet workplace and regulatory requirements.
	3.6	Select equipment manufactured from non-absorbent substances to minimise chemical build-up and other contamination to meet workplace and regulatory requirements.
	3.7	Select pumps, hoses, fittings and tanks to meet anticipated volume or pressure delivery to meet workplace and regulatory requirements.
	3.8	Document equipment specifications and performance characteristics to meet service delivery according to workplace requirements.
4 Establish equipment supply agreements.	4.1	Examine and select purchase, hiring and leasing options for equipment to suit budget and usage patterns.
	4.2	Build and maintain relationships with equipment suppliers on trading terms that comply with workplace requirements.
5 Maintain current information about equipment.	5.1	Use technologies to maintain business network and access regular and current information about new and improved equipment.
	5.2	Access latest information and publications from regulatory authorities, industry sources and suppliers to maintain current equipment knowledge.
	5.3	Use supplier offers to test new products according to workplace requirements.

Foundation Skills

Candidates require:

- oral communication skills to use clear explanations, active listening and questioning skills when negotiating costs with suppliers
- reading skills to interpret key requirements of:

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  - equipment manuals and manufacturers' specifications
  - purchase documents and financing contracts
- numeracy skills to:
  - calculate and compare costs of purchasing, hiring or leasing equipment
  - interpret mathematical data relating to equipment performance capacities.

Unit Mapping Information

Supersedes and not equivalent to CPPPMT3026 Select pest management vehicle and equipment.

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

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Assessment Requirements for CPPUPM4001 Assess and select pest management vehicle and equipment

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is not equivalent to CPPPMT3026 Select pest management vehicle and equipment

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by selecting a vehicle and the following types of equipment to ensure the vehicle is fit-for-purpose to deliver pest management services:

- bunding and spill kit
- inspection equipment
- lockable storage cupboard
- pesticide application equipment
- pesticide measuring and mixing equipment
- waste disposal containers
- personal protective equipment (PPE):
  - eye, ear and respiratory protection
  - first aid kit appropriate for a range of tasks and locations
  - personal protective clothing
  - soap and towel
  - sun protection.

Knowledge Evidence

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

- chemicals' routes of entry into the human body and potential symptoms of exposure
- chemical storage, container and labelling requirements
- compliance requirements associated with pest management services to be delivered and the types of vehicles and equipment required to deliver those services:
  - Australian standards, quality assurance and certification requirements
  - industry guides, advisory standards and relevant industry codes of practice
  - key requirements of commonwealth, state and territory legislation and local government regulations:

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    - chemical use, registers and manifests
    - consumer protection
    - dangerous goods
    - environmental protection
    - licensing for pest management
    - licensing for vehicle operation and chemical transport
    - mandatory notifications
    - public health and safety
- financing options for obtaining equipment including leasing, hiring and purchasing
- product knowledge and manufacturers' specifications for pest management equipment required to deliver pest management services
- purpose of, and information typically contained in SDS
- risk management strategies associated with use of pest management vehicles and equipment
- sources of industry and product information relating to vehicles and equipment required to deliver pest management services
- types of chemicals and equipment required to deliver pest management services:
    - inspection tools and equipment:
        - camera
        - hand lens
        - ladder
        - measuring tape
        - mirror
        - moisture meter
        - pliers
        - probes or knife
        - report check sheet or notepad
        - sounding tools
        - specimen bottle
        - torch
    - PPE:
        - eye, ear and respiratory protection
        - personal protective clothing
        - soap and towel
        - sun protection
    - vehicle equipment:
        - bunding and spill kit
        - first aid kit
        - lockable storage areas
        - pesticide application equipment

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    - pesticide measuring and mixing equipment
    - waste disposal containers
- typical hazards associated with pest management vehicles and equipment, and risk control measures for each:
    - chemical preparation, use, storage and disposal
    - electrical
    - environmental contamination
    - fire
    - lighting
    - manual handling
    - moving vehicles and machinery
    - noise
    - residual pesticides
    - respiratory
    - road and traffic
    - slips and trips
    - temperature
    - ultraviolet radiation
- vehicle types and specifications suitable for pest management operations
- workplace policies and procedures that apply to pest management services and use of vehicles and equipment:
    - equipment cleaning and maintenance
    - maintenance and servicing procedures
    - purchasing, hiring and leasing requirements
    - records and documentation
    - work health and safety:
        - emergency response procedures
        - hazard identification, risk assessment and control using the hierarchy of control
        - injury, dangerous occurrence and incident reporting
        - safe work practices including manual handling.

Assessment Conditions

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

This unit must be assessed in the workplace or a close simulation using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to:

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- workplace policies and procedures, compliance information, manufacturers' instructions, manuals and marketing materials for pest management vehicles and equipment required to achieve the performance evidence
- telephone and computer with internet access.

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

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CPPUPM4002 Schedule, organise and monitor pest management operations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is not equivalent to CPPPMT3029 Plan and schedule pest management operations. Incorporates content from CPPPMT3019 Organise and monitor pest management operations

Application

This unit specifies the skills and knowledge required to schedule, organise and monitor major pest management contracts to ensure performance meets client expectations, business objectives and compliance requirements. It includes scheduling and allocating work and organising equipment and materials within budget and staffing constraints and facilitating training and assessment opportunities for staff to address skill gaps and training needs.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

This unit forms part of the licensing requirements for people engaged in pest management in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

Nil

Unit Sector

Urban Pest Management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Confirm work and compliance	1.1 Review work instructions and associated documentation to clarify pest management service requirements and

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requirements.		timeframes, and work site location and characteristics.
	1.2	Clarify client needs and expectations in consultation with relevant persons and apply client instructions to work planning.
	1.3	Confirm budget and staff availability for pest management service delivery according to workplace requirements.
	1.4	Review and confirm regulatory and industry requirements associated with pest management services and apply to work plan to ensure compliance.
	1.5	Assess hazards and risks associated with work site and pest management services and apply risk management strategies to work planning.
2 Organise equipment and materials.	2.1	Estimate required types and amounts of equipment, personal protective equipment (PPE) and material quantities based on work instructions and past work orders.
	2.2	Access required equipment, PPE and materials and check to confirm operational effectiveness according to manufacturers' instructions.
3 Schedule and allocate work instructions.	3.1	Prepare work schedule that maximises productivity and efficiency, minimises travel and staff downtime and achieves client instructions and business targets.
	3.2	Plan treatment time to minimise disruption and discomfort to client and persons at work site.
	3.3	Make provisions in work schedule for weather and emergency and priority work orders.
	3.4	Allocate work accounting for staff availability, capabilities, licenses and preferences to meet service requirements and timeframes.
	3.5	Communicate work schedule to relevant persons and clarify pest management work instructions with staff.

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4	Monitor work performance.	4.1 Systematically monitor work performance to ensure compliance with client, workplace and regulatory requirements.
		4.2 Adjust work schedule to meet changing work priorities or respond to contingencies in consultation with relevant persons.
		4.3 Identify problems with work performance and promptly implement solutions to meet client, workplace and regulatory requirements.
		4.4 Complete and maintain pest management documentation and client records to meet workplace and compliance requirements.
5	Provide staff development opportunities.	5.1 Monitor staff performance to identify skill gaps and training needs aligned with business objectives.
		5.2 Encourage staff members to seek feedback on work performance and hold individual discussions to clarify training needs and resolve conflict.
		5.3 Facilitate training opportunities to meet identified skill gaps and training needs according to workplace requirements.
		5.4 Facilitate assessment opportunities to enable staff to gain formal recognition of skills according to workplace requirements.
		5.5 Complete and maintain staff performance records according to workplace requirements.

Foundation Skills

Candidates require:

- oral communication skills to use clear explanations, active listening and questioning skills to convey, clarify and confirm information provided to clients
- reading skills to interpret key requirements of contracts and agreements for different types of pest management work
- numeracy skills to:

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- apply mathematical methods for budgeting and estimating workloads and equipment and material quantities
- calculate distances and travel times between work sites specified in work instructions.

Unit Mapping Information

Supersedes and not equivalent to CPPPMT3029 Plan and schedule pest management operations.

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

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Assessment Requirements for CPPUPM4002 Schedule, organise and monitor pest management operations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is not equivalent to CPPPMT3029 Plan and schedule pest management operations. Incorporates content from CPPPMT3019 Organise and monitor pest management operations

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by scheduling, organising and monitoring pest management operations at:

- three residential premises with different types of construction, or
- three different commercial premises with different uses, or
- a mix of three different residential and commercial premises.

The candidate must also allocate work, monitor performance, identify skill gaps and arrange training opportunities for two different staff members.

Knowledge Evidence

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

- basic adult learning styles and principles
- compliance requirements associated with scheduling, organising and monitoring pest management operations:
  - Australian standards, quality assurance and certification requirements
  - industry guides, advisory standards and relevant industry codes of practice
  - key requirements of commonwealth, state and territory legislation and local government regulations:
    - chemical use, registers and manifests
    - consumer protection
    - dangerous goods
    - employment and industrial relations
    - environmental protection
    - licensing for pest management
    - privacy
    - public health and safety

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    - factors to be taken into account when allocating work to staff:
        - capabilities
        - licences
        - preferences
        - skills
- mathematical methods used for budgeting and estimating workloads
- methods for identifying skill gaps when monitoring work performance
- scheduling methods and systems
- types and functions of chemicals and equipment including personal protective equipment used in pest management operations
- types of staff development activities:
    - demonstrations
    - formal training sessions
    - on-the-job instruction and mentoring
    - self-paced learning strategies
    - structured feedback
- typical content of, and industry terms used in pest management work orders
- typical hazards associated with pest management operations, and risk control measures for each:
    - animal bites and stings
    - chemical preparation, use, storage and disposal
    - confined or restricted spaces
    - electrical
    - environmental contamination
    - fire
    - lighting
    - manual handling
    - moving vehicles and machinery
    - noise
    - remote locations
    - respiratory
    - slips and trips
    - temperature
    - ultraviolet radiation
    - work at heights
- workplace policies and procedures that apply to scheduling, organising and monitoring pest management operations:
    - business plans and objectives
    - client service
    - equipment use and maintenance

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- performance reviews
- records, documentation and reporting
- work health and safety:
  - emergency response procedures
  - hazard identification, risk assessment and control using the hierarchy of control
  - injury, dangerous occurrence and incident reporting
  - safe work practices including manual handling
- work scheduling and allocation.

Assessment Conditions

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

This unit must be assessed in the workplace or a close simulation using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to:

- workplace policies and procedures, compliance information, documentation and client information required to achieve the performance evidence
- computer and other technologies required to achieve the performance evidence
- access to staff and sites where work is conducted

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

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CPPUPM4003 Assess and advise on pest management options for sensitive

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is not equivalent to CPPPMT3002 Assess, advise on options, and develop pest management plans for complex or high risk operations

Application

This unit specifies the skills and knowledge required to assess and advise on integrated pest management options to manage cockroaches, rodents and other common pests in high risk environments where people may be more sensitive to pesticides than the general population, for example schools, kindergartens, childcare centres, hospitals, community health centres and aged care facilities. The unit includes client consultation, site inspection to gather evidence and identify the nature and extent of pests and pest activity and developing a comprehensive pest management plan and written proposal with cost estimate.

This unit does not apply to sites where food, beverages or pharmaceuticals are handled, manufactured, produced or packaged under an external food safety management system and audit regime.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

This unit requires the candidate to be a licensed pest management technician in order to undertake pest management work at sensitive sites. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

Nil

Unit Sector

Urban Pest Management

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Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Confirm nature of pest problem and compliance requirements.	1.1 Review work instructions and associated documentation to confirm client requirements and location and nature of work site.
	1.2 Review client records to clarify perception of pest problem, needs and expectations, and confirm client authority to request pest management services.
	1.3 Review and confirm regulatory and industry requirements associated with pest management for sensitive environments and apply to work plan to ensure compliance.
	1.4 Conduct initial work site scan to confirm perceived pest problem according to workplace and regulatory requirements.
2 Plan site inspection.	2.1 Select cost-effective, practical and safe inspection method that minimises disruption to client and site activities according to work instructions, workplace and regulatory requirements.
	2.2 Identify hazards associated with site inspection and plan risk control measures to meet workplace and regulatory requirements.
	2.3 Select and access required inspection equipment according to workplace requirements.
	2.4 Obtain client agreement to inspection method according to workplace requirements.
	2.10
3 Inspect work site.	3.1 Select and fit required personal protective equipment according to workplace requirements.
	3.2 Access work site, identify hazards and control risks according to workplace requirements.
	3.3 Determine type and condition of buildings and

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		surrounds, site usage patterns and pest ingress and hot spots according to work instructions.
	3.4	Inspect work site using agreed method and inspection equipment according to client, workplace and regulatory requirements.
	3.5	Locate pests and evidence of pest activity and identify pest types, accessing expert advice as required to confirm pest types.
	3.6	Assess pest density and level of activity from available evidence and locate harbourages.
	3.7	Conduct measurements and calculate area of buildings and surrounds requiring treatment.
	3.8	Record evidence of pest activity and document inspection results according to workplace requirements.
4 Assess, select and cost pest management options.	4.1	Identify integrated pest management methods suitable to the pest problem and sensitive environment according to client, workplace and regulatory requirements.
	4.2	Assess pest management options and confirm service inclusions, exclusions and limitations, and suitability to site conditions and usage patterns according to workplace and regulatory requirements.
	4.3	Calculate quantities and costs of equipment, materials and labour required to implement pest management options allowing for taxes and profit margin according to workplace requirements.
	4.4	Check calculations to confirm accuracy and keep legible records of calculation methods according to workplace requirements.
	4.5	Check recommendations to confirm compliance with requirements for sensitive environments and cost-effectiveness to client and workplace requirements.
	4.6	Collate evidence and accurate information to support pest management recommendations in a format suitable for presentation and discussion with client.

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5	Advise client on pest management options.	5.1 Explain site inspection findings to client, demonstrate evidence of pest activity and respond to issues and concerns to ensure understanding of pest problem.
		5.2 Discuss pest management options and considerations for sensitive environments with client and provide accurate supporting information and evidence.
		5.3 Inform client of service inclusions, exclusions and limitations associated with pest management options according to workplace and regulatory requirements.
		5.4 Provide client with advice on organisational services and information sources to enhance their understanding of proposed treatments and services.
6	Prepare and deliver pest management plan and proposal.	6.1 Document pest management plan incorporating inspection findings, pest management options and advice to meet work instructions and client, workplace and regulatory requirements.
		6.2 Document pest management proposal incorporating cost estimate, terms and conditions to meet work instructions, workplace and regulatory requirements.
		6.3 Present pest management plan and proposal to client for consideration.
		6.4 Discuss issues associated with pest management plan or proposal with client and negotiate agreed revisions to achieve client acceptance according to workplace requirements.
		6.5 Maintain client records and pest management documentation in a manner that ensures confidentiality and future retrieval according to workplace and regulatory requirements.
		6.6 Document pest management plan incorporating inspection findings, pest management options and advice to meet work instructions and client, workplace and regulatory requirements.

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Foundation Skills

Candidates require:

- oral communication skills to use clear explanations, active listening and questioning skills to convey, clarify and confirm information provided to clients
- numeracy skills to calculate:
  - tax and profit margins associated with service provision
  - volume and area to estimate pesticide quantities.

Unit Mapping Information

Supersedes and is not -equivalent to CPPPMT3002 Assess, advise on options, and develop pest management plans for complex or high risk operations.

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

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Assessment Requirements for CPPUPM4003 Assess and advise on pest management options for sensitive

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is not equivalent to CPPPMT3002 Assess, advise on options, and develop pest management plans for complex or high risk operations

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by:

- assessing and advising on two pest management options each for two different operations involving sensitive sites selected from the following:
  - aged care facility
  - childcare facility
  - construction site
  - education facility
  - hospital
  - motel
  - recreational club
  - residential hotel
- for each pest management option, combine two methods below, ensuring all methods listed are used:
  - chemical control method
  - cultural control method
  - physical control method.

In doing the above, the candidate must identify pest types and pest activity and options to manage a minimum of four different pests consisting of cockroaches, rodents and two of the following:

- ants
- bed bugs
- bees and wasps
- birds
- fabric pests
- fleas
- flies
- mites

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- occasional invaders: arthropods, millipedes, springtails and thrips
- paperlice
- spiders
- stored product pests.

Knowledge Evidence

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

- compliance requirements associated with assessing and advising on pest management options for sensitive operations:
  - Australian standards, quality assurance and certification requirements
  - industry guides, advisory standards and relevant industry codes of practice including *A Code of Practice for the Control of Bed Bug Infestations in Australia*
  - environmental requirements:
    - clean up, containment or isolation of hazards
    - emergency chemical spill control measures
    - hazardous materials handling
    - waste handling and disposal
  - key requirements of commonwealth, state and territory legislation and local government regulations:
    - chemical use, registers and manifests
    - consumer protection
    - dangerous goods
    - environmental protection
    - licensing for pest management
    - pesticide use
    - privacy
    - public health and safety
  - public health and safety:
    - licence endorsements and conditions or limitations
    - occupant notifications
    - record of site conditions
    - warning signs
- content and format requirements for pest management plans:
  - advice on health, safety, environmental and other legislative matters
  - advice on pest prevention strategies
  - details of pests and pest activity
  - follow-up pest management advice, monitoring and call-back schedule
  - mandatory notification requirements
  - pest management options and methods
  - pesticide application methods

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  - record keeping mandated by licensing or regulatory requirements
  - types and quantities of chemicals to be used
- content and format requirements for pest management proposals:
  - benefits and rationale of selected options
  - conditions and limitations of proposal
  - description of client requirements
  - evidence of pest activity and location
  - pest management methods and plan
  - recommended maintenance programs
  - warranties or guarantees
  - cost estimates:
    - acceptance of offer provisions
    - company identification information
    - costs associated with all aspects of the proposal
    - liability terms and conditions
    - limitations of pest treatment
    - terms of trade
- ecology, biology, lifecycles, habits and harbourages of the following types of pests:
  - ants
  - bed bugs
  - bees and wasps
  - birds
  - cockroaches
  - fabric pests
  - fleas
  - flies
  - mites
  - occasional invaders: arthropods, millipedes, springtails, thrips
  - paperlice
  - rodents
  - spiders
  - stored product pests
- equipment and materials used for pest management in sensitive operations including inspection and personal protective equipment (PPE)
- mathematical methods used for budgeting and estimating equipment, material and labour quantities and costs
- meaning and application of integrated pest management
- potential effects of pesticides on public health and the environment
- types of evidence of pests and pest activity:
  - droppings

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  - evidence of feeding
  - harbourages
  - pest damage
  - specimens
  - tracks
- types of work sites considered sensitive and associated issues for pest management and using pesticides in places where people may be more sensitive to pesticides than the general population
- typical hazards associated with pest management in sensitive operations, and risk control measures for each:
  - animal bites and stings
  - chemical preparation, use, storage and disposal
  - confined or restricted spaces
  - electrical
  - environmental contamination
  - fire
  - lighting
  - manual handling
  - moving vehicles and machinery
  - noise
  - remote locations
  - respiratory
  - slips and trips
  - temperature
  - ultraviolet radiation
  - work at heights
- workplace policies and procedures that apply to assessing and advising on pest management options for sensitive operations:
  - client service
  - equipment use and maintenance
  - records, documentation and reporting
  - work health and safety:
    - emergency response procedures
    - hazard identification, risk assessment and control using the hierarchy of control
    - injury, dangerous occurrence and incident reporting
    - safe work practices including manual handling.

Assessment Conditions

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

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Evidence of assessment for pest management activities specified in the performance evidence:

- must involve sensitive sites that do not handle, manufacture, produce or package food, beverages or pharmaceuticals under an external food safety management system and audit regime
- must be based on direct observation and assessment of the candidate by an assessor
- must be in a real workplace for one site and may be simulated for one site provided the simulation allows demonstration of all performance criteria.

Candidates must have access to:

- workplace policies and procedures, compliance information, documentation, records and client information required to achieve the performance evidence
- computer and other technologies required to develop and produce pest management plans and proposals
- access to sensitive work sites and pest problems required to achieve the performance evidence
- PPE:
  - eye, ear and respiratory protection
  - site-specific PPE and clothing
  - soap and towel
  - sun protection
- inspection equipment:
  - camera
  - hand lens
  - ladder
  - magnifying glass
  - measuring tape
  - mirror
  - probe
  - specimen bottle
  - torch
- relevant industry codes of practice including *A Code of Practice for the Control of Bed Bug Infestations in Australia*.
-

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

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CPPUPM4004 Assess and advise on pest management options for complex operations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

New unit.

Application

This unit specifies the skills and knowledge required to assess and advise on integrated pest management options to prevent and manage cockroaches, rodents and other common pests in complex operations at sites where food, beverages or pharmaceuticals are handled, manufactured, produced or packaged under an external food safety and audit regime. The unit includes client consultation, site inspection to gather evidence and identify the nature and extent of pests and pest activity and developing a comprehensive pest management plan and cost proposal.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

This unit requires the candidate to be a licensed pest management technician in order to undertake pest management work at sites where food, beverages or pharmaceuticals are handled, produced or packaged. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

Nil

Unit Sector

Urban Pest Management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Confirm nature of pest problem and	1.1 Review work instructions and associated documentation to confirm client requirements and location and nature of

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	compliance requirements.		work site.
		1.2	Review client records to clarify perception of pest problem, needs and expectations, and confirm client authority to request pest management services.
		1.3	Review and confirm auditing and regulatory requirements for site and apply to work plan to ensure compliance.
		1.4	Conduct initial work site scan to confirm perceived pest problem according to workplace and regulatory requirements.
2	Plan site inspection.	2.1	Consult with relevant persons to identify and control risks to food, beverage or pharmaceutical production, manufacturing or handling associated with pests and pest control.
		2.2	Select cost-effective, practical and safe inspection method that minimises disruption to client and site operations and meets sanitation and regulatory requirements.
		2.3	Identify hazards associated with site inspection and plan risk control measures to meet workplace and regulatory requirements.
		2.4	Select and access required inspection equipment according to workplace requirements.
		2.5	Obtain client agreement to inspection method according to workplace and regulatory requirements.
3	Inspect work site.	3.1	Select and fit required personal protective equipment and comply with hygiene, sanitation and bio-security measures according to site and workplace requirements.
		3.2	Access work site, identify hazards and control risks according to workplace requirements.
		3.3	Participate in site induction and comply with client and site requirements to maintain hygiene during site inspection.
		3.4	Determine type and condition of buildings and

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		surrounds, site usage patterns and pest ingress and hot spots in consultation with relevant persons.
	3.5	Inspect work site using agreed method and inspection equipment according to client, workplace and regulatory requirements.
	3.6	Locate pests and evidence of pest activity and identify pest types, accessing expert advice as required to confirm pest types.
	3.7	Assess pest density and level of activity from available evidence and locate harbourages.
	3.8	Conduct measurements and calculate area of buildings and surrounds requiring treatment.
	3.9	Record evidence of pest activity and document inspection results according to workplace and regulatory requirements.
4 Assess, select and cost pest management options.	4.1	Identify integrated pest management methods to prevent and manage pests according to client, workplace and regulatory requirements.
	4.2	Assess pest management options and confirm service inclusions, exclusions and limitations, and suitability to site operations, audit specifications and usage patterns according to workplace and regulatory requirements.
	4.3	Calculate quantities and costs of equipment, materials and labour required to implement pest management options allowing for taxes and profit margin according to workplace requirements.
	4.4	Check calculations to confirm accuracy and keep legible records of calculation methods according to workplace requirements.
	4.5	Check recommendations to confirm compliance with audit specifications and cost-effectiveness to client and workplace requirements.
	4.6	Collate evidence and accurate information to support pest management recommendations in a format suitable for presentation and discussion with client.

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5	Advise client on pest management options.	5.1 Explain site inspection findings to client, demonstrate evidence of pest activity and respond to issues and concerns to ensure understanding of pest problem and prevention strategies.
		5.2 Discuss pest management options and considerations for site operations with client and provide accurate supporting information and evidence.
		5.3 Inform client of service inclusions, exclusions and limitations associated with pest management options according to workplace and regulatory requirements.
		5.4 Provide client with advice on organisational services and information sources to enhance their understanding of proposed treatments and services.
6	Prepare and deliver pest management plan and proposal.	6.1 Document pest management plan incorporating inspection findings, pest management options and advice to meet work instructions and client, workplace and regulatory requirements.
		6.2 Document pest management proposal incorporating cost estimate, terms and conditions to meet work instructions, workplace and regulatory requirements.
		6.3 Present pest management plan and proposal to client for consideration.
		6.4 Discuss issues associated with pest management plan or proposal with client and negotiate agreed revisions to achieve client acceptance according to workplace requirements.
		6.5 Maintain client records and pest management documentation in a manner that ensures confidentiality and future retrieval according to workplace and regulatory requirements.

Foundation Skills

- Candidates require:

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- oral communication skills to use clear explanations, active listening and questioning skills to convey, clarify and confirm information provided to clients
- numeracy skills to calculate:
  - tax and profit margins associated with service provision
  - volume and area to estimate pesticide quantities.

Unit Mapping Information

No equivalent unit.

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

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Assessment Requirements for CPPUPM4004 Assess and advise on pest management options for complex operations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

New unit.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by:

- assessing and advising on two pest management options each for two different sites involving complex operations selected from the following:
  - dry food facility
  - wet or liquid food facility
  - food retail facility
  - food service facility
  - pharmaceutical facility
- for each pest management option, combine two methods below, ensuring all methods listed are used:
  - chemical control method
  - cultural control method
  - physical control method.

In doing the above, the candidate must identify pest types and pest activity and options to manage a minimum of four different pests consisting of cockroaches, rodents and two of the following:

- ants
- bed bugs
- bees and wasps
- birds
- fabric pests
- fleas
- flies
- mites
- occasional invaders: arthropods, millipedes, springtails, thrips
- paperlice
- spiders
- stored product pests.

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Knowledge Evidence

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

- compliance requirements associated with assessing and advising on pest management options for complex operations:
  - Australian standards, quality assurance and certification requirements
  - industry guides, advisory standards and relevant industry codes of practice including *A Code of Practice for Pest Management in the Food Industry*
  - environmental requirements:
    - clean up, containment or isolation of hazards
    - emergency chemical spill control measures
    - hazardous materials handling
    - waste handling and disposal
  - key requirements of commonwealth, state and territory legislation and local government regulations:
    - chemical use, registers and manifests
    - consumer protection
    - dangerous goods
    - environmental protection
    - Food Standards Australia New Zealand and five food safety standards in Australia
    - licensing for pest management
    - pesticide use and chemicals approved for use in food facilities
    - privacy
    - public health and safety
  - public health and safety:
    - licence endorsements and conditions or limitations
    - occupant notifications
    - record of site conditions
    - warning signs
- content and format requirements for pest management plans:
- advice on health, safety, environmental and other legislative matters
  - advice on pest prevention strategies and strategies to maintain audit compliance
  - details of pests and pest activity
  - follow-up pest management advice, monitoring and call-back schedule
  - mandatory notification requirements
  - pest management options and methods
  - pesticide application methods
  - record keeping mandated by audit, licensing or regulatory requirements
  - types and quantities of chemicals to be used

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- content and format requirements for pest management proposals:
  - benefits and rationale of selected options
  - conditions and limitations of proposal
  - description of client requirements
  - evidence of pest activity and location
  - pest management methods and plan
  - recommended maintenance programs
  - warranties or guarantees
  - cost estimates:
    - acceptance of offer provisions
    - company identification information
    - costs associated with all aspects of the proposal
    - liability terms and conditions
    - limitations of pest treatment
    - terms of trade
- ecology, biology, lifecycles, habits and harbourages of the following types of pests and risks to food, beverage or pharmaceutical businesses:
  - ants
  - bed bugs
  - bees and wasps
  - birds
  - cockroaches
  - fabric pests
  - fleas
  - flies
  - mites
  - occasional invaders: arthropods, millipedes, springtails and thrips
  - paperlice
  - rodents
  - spiders
  - stored product pests
- equipment and materials used for pest management in complex operations including inspection and personal protective equipment (PPE)
- mathematical methods used for budgeting and estimating equipment, material and labour quantities and costs
- meaning and application of integrated pest management
- pest management considerations for organic food business sites
- potential effects of pesticides on public health and the environment and types of pesticides suitable for use in food handling facilities
- risks to food production, manufacturing or handling associated with pest control and chemical use

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- types of evidence of pests and pest activity:
  - droppings
  - evidence of feeding
  - harbourages
  - pest damage
  - specimens
  - tracks
- types of food, beverage or pharmaceutical handling or manufacturing sites which are audited for food safety and associated issues for pest management and using pesticides
- typical hazards associated with pest management in complex operations, and risk control measures for each:
  - animal bites and stings
  - chemical preparation, use, storage and disposal
  - confined or restricted spaces
  - electrical
  - environmental contamination
  - fire
  - lighting
  - manual handling
  - moving vehicles and machinery
  - noise
  - remote locations
  - respiratory
  - slips and trips
  - temperature
  - ultraviolet radiation
  - work at heights
- workplace policies and procedures that apply to assessing and advising on pest management options for complex operations:
  - client service
  - equipment use and maintenance
  - personal hygiene and sanitation
  - records, documentation and reporting
  - work health and safety:
    - emergency response procedures
    - hazard identification, risk assessment and control using the hierarchy of control
    - injury, dangerous occurrence and incident reporting
    - safe work practices including manual handling.

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Assessment Conditions

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

Evidence of assessment for pest management activities specified in the performance evidence:

- must be based on direct observation and assessment of the candidate by an assessor
- must be in a real workplace for one site and may be simulated for one site provided the simulation allows demonstration of all performance criteria.

Candidates must have access to:

- workplace policies and procedures, audit specifications, compliance information, documentation, records and client information required to achieve the performance evidence
- computer and other technologies required to develop and produce pest management plans and proposals
- access to work sites and pest problems required to achieve the performance evidence
- PPE:
  - eye, ear and respiratory protection
  - site-specific PPE and clothing
  - soap and towel
  - sun protection
- inspection equipment:
  - camera
  - hand lens
  - ladder
  - magnifying glass
  - measuring tape
  - mirror
  - probe
  - specimen bottle
  - torch
- relevant industry codes of practice including *A Code of Practice for Pest Management in the Food Industry*.

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

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CPPUPM4005 Implement and monitor pest management plans for sensitive operations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is not equivalent to CPPPMT3007 Implement pest management plans for complex or high risk operations.

Application

This unit specifies the skills and knowledge required to implement and monitor plans to manage cockroaches, rodents and other common pests in places where people may be more sensitive to pesticides than the general population, for example schools, kindergartens, childcare centres, hospitals, community health centres and aged care facilities. The unit includes preparing work orders and schedules and allocating work to staff, applying pest management methods to treat the work site, and monitoring pest management reports to respond to issues and negotiate modifications to plans.

This unit does not apply to sites where food, beverages or pharmaceuticals are handled, manufactured, produced or packaged under an external food safety management system and audit regime.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

This unit requires the candidate to be a licensed pest management technician in order to undertake pest management work at sensitive sites. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

Nil

Unit Sector

Urban Pest Management

Elements and Performance Criteria

Elements describe the	Performance criteria describe what needs to be done to

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essential outcomes.	demonstrate achievement of the element.
1 Confirm work and compliance requirements.	1.1 Review pest management plan to confirm work and resource requirements for sensitive operation.
	1.2 Review and confirm regulatory and industry requirements associated with pest management for sensitive environments and apply to work activities to ensure compliance.
	1.3 Consult with relevant persons to clarify specific requirements of sensitive work site and obtain approval to implement pest management plan.
2 Prepare to implement pest management plan.	2.1 Organise equipment and materials specified in pest management plan according to workplace requirements.
	2.2 Develop documented work orders and schedules and allocate work to team members according to pest management plan and workplace requirements.
	2.3 Develop reports, records and systems incorporating established performance indicators and benchmarks to support pest management plan monitoring.
	2.4 Notify client of intention to commence pest management work according to workplace and regulatory requirements.
3 Apply pest management methods in sensitive environment.	3.1 Install signs or barriers to maximise protection of public health and safety during treatment of sensitive site, notify occupants, and implement other risk control measures required to manage site hazards.
	3.2 Select and fit required personal protective equipment according to workplace requirements.
	3.3 Follow safety data sheets and manufacturers' instructions to prepare pesticides and equipment for chemical controls outlined in pest management plan.
	3.4 Follow manufacturers' instructions to prepare equipment and materials for biological, cultural or physical controls outlined in pest management plan.
	3.5 Treat work site using pest management methods detailed

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		in pest management plan and according to workplace and regulatory requirements.
	3.6	Remove equipment, materials and waste from pest management activities and restore work site to meet client and regulatory requirements.
4 Monitor pest management operation.	4.1	Obtain and review pest management records and reports to monitor pest management plan implementation and identify issues.
	4.2	Consult with relevant persons to discuss issues, implement corrective actions and identify changes to pest management plan according to workplace and regulatory requirements.
	4.3	Record details of issues and negotiated changes to pest management plan according to workplace requirements.
5 Review and revise pest management plan.	5.1	Review pest management plan implementation in consultation with client at agreed intervals according to contract and workplace requirements.
	5.2	Negotiate and implement agreed changes to pest management plan in consultation with relevant persons.
	5.3	Update client records and document details of pest management operations according to workplace and regulatory requirements.

Foundation Skills

Candidates require:

- oral communication skills to use clear explanations, active listening and questioning skills to convey, clarify and confirm information provided to clients
- numeracy skills to:
  - estimate scope of work involved in implementing pest management plans
  - dilute and mix pesticides accurately for the required quantities and applications.

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Unit Mapping Information

Supersedes and is not-equivalent to CPPPMT3007 Implement pest management plans for complex or high risk operations.

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

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Assessment Requirements for CPPUPM4005 Implement and monitor pest management plans for sensitive operations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is not equivalent to CPPPMT3007 Implement pest management plans for complex or high risk operations.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by implementing and monitoring pest management plans for two different operations involving sensitive environments selected from the following:

- aged care facility
- childcare facility
- construction site
- education facility
- hospital
- motel
- recreational club
- residential hotel.

In doing the above, the candidate must manage a minimum of four different pests consisting of cockroaches, rodents and two of the following:

- ants
- bed bugs
- bees and wasps
- birds
- fabric pests
- fleas
- flies
- mites
- occasional invaders: arthropods, millipedes, springtails and thrips
- paperlice
- spiders
- stored product pests.

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Knowledge Evidence

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

- chemicals' routes of entry into the human body and potential symptoms of exposure
- compliance requirements associated with implementing pest management plans for sensitive operations:
  - Australian standards, quality assurance and certification requirements
  - industry guides, advisory standards and relevant industry codes of practice including *A Code of Practice for the Control of Bed Bug Infestations in Australia*
  - environmental requirements:
    - clean up, containment or isolation of hazards
    - emergency chemical spill control measures
    - hazardous materials handling
    - waste handling and disposal
  - key requirements of commonwealth, state and territory legislation and local government regulations:
    - chemical use, registers and manifests
    - consumer protection
    - contractual requirements
    - dangerous goods
    - environmental protection
    - licensing for pest management
    - occupant and mandatory notifications
    - pesticide use
    - privacy
    - public health and safety
  - public health and safety:
    - licence endorsements and conditions or limitations
    - occupant notifications
    - record of site conditions
    - warning signs
- content and format requirements for pest management plans:
  - advice on health, safety, environmental and other legislative matters
  - advice on pest prevention strategies
  - details of pests and pest activity
  - follow-up pest management advice, monitoring and call-back schedule
  - mandatory notification requirements
  - pest management options and methods
  - pesticide application methods
  - record keeping mandated by licensing or regulatory requirements
  - types and quantities of chemicals to be used

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- ecology, biology, lifecycles, habits and harbourages of the following types of pests:
  - ants
  - bed bugs
  - bees and wasps
  - birds
  - cockroaches
  - fabric pests
  - fleas
  - flies
  - mites
  - occasional invaders: arthropods, millipedes, springtails, thrips
  - paperlice
  - rodents
  - spiders
  - stored product pests
- equipment and materials used for pest management in sensitive operations including personal protective equipment (PPE)
- meaning and application of integrated pest management
- reports, records and systems incorporating established performance indicators and benchmarks that support pest management plan monitoring:
  - pest activity reports
  - pest management system problem or action reports
  - record keeping mandated by licensing or regulatory requirements
  - service logbooks
  - site visit reports
- types of work sites considered sensitive and associated issues for pest management and using pesticides in places where people may be more sensitive to pesticides than the general population
- typical hazards associated with pest management in sensitive operations, and risk control measures for each:
  - animal bites and stings
  - chemical preparation, use, storage and disposal
  - confined or restricted spaces
  - electrical
  - environmental contamination
  - fire
  - lighting
  - manual handling
  - moving vehicles and machinery
  - noise
  - remote locations

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  - respiratory
  - slips and trips
  - temperature
  - ultraviolet radiation
  - work at heights
- workplace policies and procedures that apply to implementing pest management plans for sensitive operations:
  - client service
  - equipment use and maintenance
  - records, documentation and reporting
  - scheduling and work allocation
  - work health and safety:
    - emergency response procedures
    - hazard identification, risk assessment and control using the hierarchy of control
    - injury, dangerous occurrence and incident reporting
    - safety data sheets (SDS) for pesticides and chemicals being used
    - safe work practices including manual handling.

Assessment Conditions

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

Evidence of assessment for pest management activities specified in the performance evidence:

- must involve sensitive sites that do not handle, manufacture, produce or package food, beverages or pharmaceuticals under an external food safety management system and audit regime
- must be based on direct observation and assessment of the candidate by an assessor
- must be in a real workplace for one site and may be simulated for one site provided the simulation allows demonstration of all performance criteria.

Candidates must have access to:

- workplace policies and procedures, pest management plan, compliance information, documentation, SDS and client information required to achieve the performance evidence
- access to sensitive work sites and pest problems required to achieve the performance evidence
- equipment and materials required for pest management plan implementation and to achieve the performance evidence
- PPE:
  - eye, ear and respiratory protection
  - site-specific PPE and clothing
  - soap and towel
  - sun protection

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- relevant industry codes of practice including *A Code of Practice for the Control of Bed Bug Infestations in Australia*.

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

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CPPUPM4006 Implement and monitor pest management plans for complex operations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

New unit.

Application

This unit specifies the skills and knowledge required to implement and monitor plans to manage cockroaches, rodents and other common pests in complex operations where food, beverages or pharmaceuticals are handled, manufactured, produced or packaged under an external food safety and audit regime. The unit includes preparing work orders and schedules and allocating work to staff, applying pest management methods to treat the work site, and monitoring pest management reports to respond to issues and negotiate modifications to plans.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

This unit requires the candidate to be a licensed pest management technician in order to undertake pest management work at sites where food, beverages or pharmaceuticals are handled, produced or packaged. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

Nil

Unit Sector

Urban Pest Management

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.

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1	Confirm work and compliance requirements.	1.1 Review pest management plan to confirm work and resource requirements for complex operation.
		1.2 Review and confirm auditing and regulatory requirements for site and apply to work plan to ensure compliance.
		1.3 Consult with relevant persons to clarify specific requirements of work site and obtain approval to implement pest management plan.
2	Prepare to implement pest management plan.	2.1 Organise equipment and materials specified in pest management plan according to workplace and regulatory requirements.
		2.2 Develop documented work orders and schedules and allocate work to team members according to pest management plan and workplace requirements.
		2.3 Develop reports, records and systems incorporating established performance indicators and benchmarks to support pest management plan monitoring.
		2.4 Notify client of intention to commence pest management work according to workplace and regulatory requirements.
		2.5 Consult with relevant persons to identify and control risks to food production, manufacturing or handling associated with pest management.
3	Apply pest management methods in complex operation.	3.1 Install signs and barriers to maximise protection of public health and safety during treatment of site, notify occupants, and implement other risk control measures required to manage site hazards.
		3.2 Select and fit required personal protective equipment and comply with hygiene, sanitation and bio-security measures according to site and workplace requirements.
		3.3 Follow safety data sheets and manufacturers' instructions to prepare pesticides and equipment for chemical controls outlined in pest management plan.
		3.4 Follow manufacturers' instructions to prepare equipment

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		and materials for biological, cultural or physical controls outlined in pest management plan.
	3.5	Treat work site using pest management methods detailed in pest management plan and according to audit, workplace and regulatory requirements.
	3.6	Remove equipment, materials and waste from pest management activities and restore work site to meet client and regulatory requirements.
4 Monitor pest management operation.	4.1	Obtain and review pest management records and reports to monitor pest management plan implementation and identify issues and escalation trigger points.
	4.2	Constantly monitor risks to protect food, beverage or pharmaceutical production, manufacturing or handling operations and respond immediately where risk escalation is identified.
	4.3	Consult with relevant persons promptly to discuss issues, implement corrective actions and identify changes to pest management plan according to workplace and regulatory requirements.
	4.4	Record details of issues and negotiated changes to pest management plan according to workplace requirements.
5 Review and revise pest management plan.	5.1	Review pest management plan implementation in consultation with client at agreed intervals according to contract, audit and workplace requirements.
	5.2	Negotiate and implement agreed changes to pest management plan to maintain audit compliance and pest prevention in consultation with relevant persons.
	5.3	Schedule follow-up activities to monitor pest prevention to meet client and audit requirements.
	5.4	Update client records and document details of pest management operations according to audit, workplace and regulatory requirements.

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Foundation Skills

Candidates require:

- oral communication skills to use clear explanations, active listening and questioning skills to convey, clarify and confirm information provided to clients
- numeracy skills to:
  - estimate scope of work involved in implementing pest management plans
  - dilute and mix pesticides accurately for the required quantities and applications.
  -

Unit Mapping Information

No equivalent unit.

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

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Assessment Requirements for CPPUPM4006 Implement and monitor pest management plans for complex operations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

New unit.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by implementing and monitoring pest management plans for two different sites involving complex operations selected from the following:

- dry food facility
- wet or liquid food facility
- food retail facility
- food service facility
- pharmaceutical facility.

In doing the above, the candidate must manage a minimum of four different pests consisting of cockroaches, rodents and two of the following:

- ants
- bed bugs
- bees and wasps
- birds
- fabric pests
- fleas
- flies
- mites
- occasional invaders: arthropods, millipedes, springtails and thrips
- paperlice
- spiders
- stored product pests.

Knowledge Evidence

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

- chemicals' routes of entry into the human body and potential symptoms of exposure

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- compliance requirements associated with implementing pest management plans for complex operations:
  - Australian standards, quality assurance and certification requirements
  - industry guides, advisory standards and relevant industry codes of practice including *A Code of Practice for Pest Management in the Food Industry*
  - environmental requirements:
    - clean up, containment or isolation of hazards
    - emergency chemical spill control measures
    - hazardous materials handling
    - waste handling and disposal
  - key requirements of commonwealth, state and territory legislation and local government regulations:
    - chemical use, registers and manifests
    - consumer protection
    - dangerous goods
    - environmental protection
    - Food Standards Australia New Zealand and five food safety standards in Australia
    - licensing for pest management
    - pesticide use and chemicals approved for use in food facilities
    - privacy
    - public health and safety
  - public health and safety:
    - licence endorsements and conditions or limitations
    - occupant notifications
    - record of site conditions
    - warning signs
- content and format requirements for pest management plans:
  - advice on health, safety, environmental and other legislative matters
  - advice on pest prevention strategies and strategies to maintain audit compliance
  - details of pests and pest activity
  - follow-up pest management advice, monitoring and call-back schedule
  - mandatory notification requirements
  - pest management options and methods
  - pesticide application methods
  - record keeping mandated by audit, licensing or regulatory requirements
  - types and quantities of chemicals to be used
- ecology, biology, lifecycles, habits and harbourages of the following types of pests and risks to food, beverage or pharmaceutical businesses:
  - ants
  - bed bugs

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  - bees and wasps
  - birds
  - cockroaches
  - fabric pests
  - fleas
  - flies
  - mites
  - occasional invaders: arthropods, millipedes, springtails, thrips
  - paperlice
  - rodents
  - spiders
  - stored product pests
- meaning and application of integrated pest management
- equipment and materials used for pest management in complex operations including personal protective equipment (PPE)
- reports, records and systems incorporating established performance indicators and benchmarks that support pest management plan monitoring:
  - escalation triggers
  - pest activity reports
  - pest management system problem or action reports
  - record keeping mandated by audit, licensing or regulatory requirements
  - service logbooks
  - site visit reports
- types of food, beverage or pharmaceutical handling or manufacturing sites which are audited for food safety and associated issues for pest management and using pesticides
- typical hazards associated with pest management in complex operations, and risk control measures for each:
  - animal bites and stings
  - chemical preparation, use, storage and disposal
  - confined or restricted spaces
  - electrical
  - environmental contamination
  - fire
  - lighting
  - manual handling
  - moving vehicles and machinery
  - noise
  - remote locations
  - respiratory
  - slips and trips
  - temperature

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  - ultraviolet radiation
  - work at heights
- workplace policies and procedures that apply to implementing pest management plans for complex operations:
  - client service
  - equipment use and maintenance
  - personal hygiene and sanitation
  - records, documentation and reporting
  - scheduling and work allocation
  - work health and safety:
    - emergency response procedures
    - hazard identification, risk assessment and control using the hierarchy of control
    - injury, dangerous occurrence and incident reporting
    - safety data sheets (SDS) for pesticides and chemicals being used
    - safe work practices including manual handling.

Assessment Conditions

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

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AHCCHM304 Transport and store chemicals

Modification History

Release	Comments
Release 3	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 3.0.
Release 2	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 1.1.
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 1.0.

Application

This unit of competency describes the skills and knowledge required to safely handle, transport and store chemicals.

The unit applies to individuals who work under broad direction and take responsibility for their own work. They use discretion and judgement in the selection, allocation and use of available resources and for solving problems.

State or territory licensing, legislative or certification requirements apply in some jurisdictions.

Pre-requisite Unit

Nil

Unit Sector

Chemicals (CHM)

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Prepare to handle and	1.1 Identify health and safety hazards, assess risks and implement

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Elements	**Performance Criteria**
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
transport chemicals	controls according to workplace procedures 1.2 Ensure contact details for emergency services are available in transport vehicle according to workplace procedures and transport regulations 1.3 Ensure transport vehicle complies with transport regulations 1.4 Ensure containers are secured, protected and in a condition to be safely transported according to workplace procedures, manufacturer instructions, legislative and regulatory requirements 1.5 Ensure emergency equipment and procedures are available in the vehicle according to workplace safety procedures and regulations 1.6 Ensure transport arrangements comply with legislative and regulatory requirements for the transport of hazardous substances and dangerous goods 1.7 Obtain and use safety data sheets (SDS) for chemicals to be transported according to health and safety in the workplace procedures and legislative and regulatory requirements
2. Handle and transport chemicals	2.1 Handle, transport and load chemicals according to chemical safety data information, chemical label, legislative and regulatory requirements 2.2 Carry out emergency procedures according to chemical label, SDS and workplace procedures 2.3 Report transport incidents according to workplace procedures and health and safety in the workplace regulations
3. Store chemicals in the workplace	3.1 Select, ensure serviceability, fit and use personal protective equipment according to SDS and chemical label instructions 3.2 Identify chemical storage requirements and store chemicals according to chemical label, safety data information and health and safety in the workplace procedures 3.3 Maintain storage area according to legislative and regulatory requirements, health and safety in the workplace and environmental procedures. 3.4 Dispose of chemicals and chemical waste according to chemical label instructions and environmental regulations 3.5 Monitor chemical expiration dates and dispose of expired chemicals according to chemical label instructions, workplace and legislative and regulatory requirements

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Elements	Performance Criteria
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
4. Record storage details	4.1 Maintain register of stored chemicals and SDS according to workplace procedures and legislative and regulatory requirements 4.2 Report storage incidents according to legislative and regulatory requirements and workplace procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Reading	• Read and interpret SDS, chemical labels, manufacturer instructions, operating instruction and other workplace documentation and consolidates information to safely transport and store chemicals
Writing	• Accurately record and complete organisational records using clear language, correct spelling and terminology when completing transport and storage records
Numeracy	• Perform mathematical calculations to determine chemical weights, volumes and quantities to determine handling and storage requirements
Navigate the world of work	• Take responsibility for following workplace policies, procedures and legislative and regulatory requirements • Identify and implement chemical label requirements for handling and storage
Get the work done	• Take responsibility for planning, sequencing and prioritising tasks required for chemical handling and storage activities • Address problems and initiate standard procedures in response to emergencies applying problem solving processes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status

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AHCCHM304 Transport and store chemicals Release 3	AHCCHM304 Transport and store chemicals Release 2	Changes to Performance Criteria for clarity. Consolidated where content duplicated. Updated Performance Evidence and Knowledge Evidence	Equivalent unit

Links

Companion Volumes, including Implementation Guides, are available at VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72

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Assessment Requirements for AHCCHM304 Transport and store chemicals

Modification History

Release	Comments
Release 3	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 3.0.
Release 2	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 1.1.
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 1.0.

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit. There must be evidence that on at least one occasion the individual has demonstrated that they have safely transported and stored chemicals, including:

- identified health and safety hazards, assessed risks and implemented controls
- ensured emergency services contact details are available
- ensured transport vehicle meets regulations and that chemicals were loaded, secured and protected according to regulations and procedures
- ensured emergency equipment and procedures were available
- handled, transported and stored chemicals safely
- carried out emergency procedures safely and according to procedures
- maintained a chemical storage manifest and safety data sheets (SDS) according to legislative and regulatory requirements
- complied with chemical label instructions and SDS for transporting and storage of chemicals and legislative and regulatory requirements
- maintained inventory and records according to workplace procedures and legislative and regulatory requirements
- monitored chemical expiration and disposed of chemicals and waste according to workplace procedures and legislative and regulatory requirements.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- chemical labels and SDS their purpose, use and terminology, including:

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  - chemical signs, symbols and coding
  - basic chemical properties and reactivity related to SDS and labels
- legislation and regulations that apply to transporting and storing chemicals, including:
  - transport vehicle requirements
  - information and documentation
  - dangerous and hazardous chemicals
  - placarding requirements
- risk factors including human and animal health and environmental
- processes and procedures for the disposal of excess, unwanted, expired chemicals and chemical waste including industry disposal programs
- health and safety in the workplace requirements including personal protective equipment (PPE) and manual handling
- emergency procedures for spills and accidents
- recording and monitoring of chemical stores including, expiration and disposal procedures.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
  - skills must be demonstrated in a typical workplace environment or an environment that accurately represents workplace conditions
  - access to storage facility for chemicals
  - access to vehicle for transporting chemicals
- resources, equipment and materials:
  - chemicals
  - PPE
  - materials and equipment to handle, secure and protect chemical loads
- specifications:
  - specific workplace documents, including work instructions and procedures for chemical handling, storage and transport
  - chemical labels and safety data
  - legislation and regulations about handling, storage and transport of chemicals.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volumes, including Implementation Guides, are available at VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72

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AHCCHM307 Prepare and apply chemicals to control pest, weeds and diseases

Modification History

Release	Comments
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 3.0.

Application

This unit of competency describes the skills and knowledge required to safely prepare and apply chemicals for the control of pests, weeds and diseases, using general application equipment.

The unit applies to individuals who work under broad direction and take responsibility for their own work. They use discretion and judgement in the selection, allocation and use of available resources and for solving problems.

State or territory licensing, legislative or certification requirements apply in some jurisdictions.

Pre-requisite Unit

Nil

Unit Sector

Chemicals (CHM)

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Determine the need for chemical use and prepare an application plan	1.1 Identify the pest, weed or disease, and assess the need for control 1.2 Assess the requirement for chemical use 1.3 Assess health and safety hazard, risks and controls for different chemicals

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Elements	**Performance Criteria**
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
	1.4 Confirm requirement for chemical application according to workplace procedures 1.5 Assess off target risk of each application method 1.6 Assess the environmental risk for application method 1.7 Notify stakeholders of intended chemical application according to workplace procedures and legislative and regulatory requirements 1.8 Prepare application plan according to workplace procedures
2. Prepare chemical mixes	2.1 Identify and select chemical required for target according to application plan 2.2 Calculate the volume, rate or dose according to chemical label instructions 2.3 Identify and select application equipment and set-up requirements according to application plan and operator instructions 2.4 Identify hazards, assess risks and implement control measures for application method according to chemical label and health and safety in the workplace procedures 2.5 Identify, select, fit and use personal protective equipment (PPE) according to workplace procedures 2.6 Select appropriate mixing equipment and suitable location to prepare and load chemicals according to workplace procedures 2.7 Prepare chemicals according to chemical label instructions 2.8 Return unused chemical to store and clean preparation equipment and work site of residues and spillage according to chemical label instructions and workplace procedures
3. Calibrate application equipment	3.1 Select application equipment for chemical according to application plan, off target risks and workplace procedures 3.2 Conduct pre-operational checks of application equipment according to operator and maintenance manual 3.3 Calibrate equipment according to operating instructions and application plan 3.4 Load equipment with chemical according to operating instructions and workplace safety procedures
4. Apply chemicals	4.1 Monitor and assess weather conditions and forecasts to ensure effective chemical application according to application plan

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Elements	Performance Criteria
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
	4.2 Select, ensure serviceability, fit and use PPE according to chemical label instructions and workplace procedures 4.3 Apply chemical according to label directions and application plan relating to the control of the pest, weed or disease 4.4 Monitor application equipment for correct performance and ensure effective chemicals application according to operating instructions 4.5 Identify health and safety in the workplace hazards and risks and implement controls 4.6 Clean up spills during application according to chemical label instructions and workplace procedures
5. Clean up equipment and complete records	5.1 Clean and decontaminate application equipment according to operator instructions, safety data sheets (SDS) and legislative requirements 5.2 Dispose of chemicals and used containers according to chemical label instructions, SDS and legislative requirements 5.3 Clean and store PPE according to workplace procedures 5.4 Record and report safety and environmental incidents according to workplace procedures and regulatory requirements 5.5 Record details of chemical application according to workplace procedures and legislative requirements

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Reading	• Read and interpret SDS, chemical labels, operating instruction and other documentation and consolidates information to determine chemical application actions and activity
Writing	• Accurately record and complete organisational records using clear language and terminology
Numeracy	• Perform mathematical calculations to determine rates of application chemical mixtures and calibration of equipment

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Skill	Description
Navigate the world of work	• Take responsibility for following policies, procedures and regulations • Identify and implement chemical label requirements
Get the work done	• Take responsibility for planning, sequencing and prioritising tasks required for chemical application activities

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCCHM307 Prepare and apply chemicals to control pest, weeds and diseases	AHCCHM303 Prepare and apply chemicals	Minor change of title for clarity Minor changes to Performance Criteria for clarity Updated Performance Evidence and Knowledge Evidence	Equivalent unit

Links

Companion Volumes, including Implementation Guides, are available at VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72

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Assessment Requirements for AHCCHM307 Prepare and apply chemicals to control pest, weeds and diseases

Modification History

Release	Comments
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 3.0.

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit. There must be evidence that the individual has on at least one occasion demonstrated the ability to safely prepare and apply chemicals ensuring they have:

- determined and confirmed the need for chemical application by assessing the infestation, off target risk, and environmental risks
- developed an application plan for chemical application
- identified health and safety hazards, risk and implemented control procedures according to chemical label
- notified stakeholders of planned chemical application
- used personal protective equipment (PPE) according to workplace procedures
- interpreted chemical labels and applied chemical according to safety data sheets (SDS) and application plan
- identified and selected the chemical required for the target and calculated the amount and rates required according to chemical label
- identified and selected application equipment and suitable location, and determined the set up parameters according to application plan and operator instructions
- monitored and assessed weather conditions and equipment performance to ensure effective chemical application
- selected, conducted pre-operational checks according to operator and maintenance manual
- completed at least one calibration activity for application equipment
- prepared and loaded chemicals and returned unused chemicals to store in accordance with label, application plan and workplace procedures
- applied chemicals safely according to chemical labels, regulations and workplace procedures
- complied with chemical labels, SDS, regulations, maintenance manual, environmental procedures, operator instructions and application plan
- cleaned equipment and spills, and disposed of waste according to workplace and environmental procedures

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- maintained records and reported incidents according to workplace procedures and regulatory requirements.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- control options when selecting chemicals for pests, diseases and weeds infestations, including:
  - chemical
  - mechanical
  - cultural
  - biological
  - integrated pest management including resistance management principles
- types of pest, diseases and weed their treatment and resistance
- legal implications and requirements of chemical labels and SDS
- stakeholders and required notifications including, neighbours, staff and statutory notifications
- impact of weather factors on the safe and effective application of chemicals
- characteristics of chemicals, their mode of action and relevance to chemical selection and use, including:
  - translocated/systemic
  - contact
  - ingested poison
  - protectant
  - eradicant
  - knock-down
  - residual
  - selective/non selective
- factors that contribute to off target damage, including:
  - physical movement of chemicals (e.g. animals moving baits or soil movement)
  - chemical formulation
  - wind speed and direction
  - temperature and relative humidity
  - temperature inversions
  - controlling off target damage
  - rainfall
  - buffer zones and barriers
- hazards of chemical application, including:
  - human and animal health
  - environmental contamination

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  - residues in environment, plants and animals
  - withholding/re-entry periods
- safety requirements when applying chemicals, including:
  - procedures
  - PPE
  - signage
- safe handling, transporting and storage of chemicals
- preparing chemicals including preparation, compatibility, adjuvants and water quality
- requirements for disposal of excess chemicals, clearing spillages and equipment clean up
- selecting and operating suitable application equipment
- features, functions and calibration techniques for powered and hand held application equipment, including:
  - pressure and volume of chemical
  - travel speed
  - nozzle identification, selection, operation
- legislation, regulations and licensing requirements in relation to chemical use.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
  - skills must be demonstrated in a typical workplace environment or an environment that accurately represents workplace conditions
- resources, equipment and materials:
  - chemicals
  - PPE
  - application equipment
  - chemical measuring and mixing equipment
- specifications:
  - specific workplace documents, including work instructions and procedures for chemical application
  - chemical labels and SDS
  - regulations about use of chemicals
  - manufacturers' operation and maintenance instructions for equipment
  - access to weather forecasts or means to measure local weather.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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AHCCHM404 Develop procedures to minimise risks in the use of chemicals

Modification History

Release	Comments
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 3.0.

Application

This unit of competency describes the skills and knowledge required to assess hazards and risks and determine controls and develop procedures to mitigate risks when using chemicals.

The unit applies to individuals who take responsibility for their own work and may provide direction to others. They provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

No occupational licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Chemicals (CHM)

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify chemical use hazards and risks	1.1 Identify, source and analyse information relating to safe use of chemicals in industry 1.2 Identify steps for the process of using chemicals 1.3 Identify hazards and risks for the process of using chemicals

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Elements	Performance Criteria
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
2. Assess risks associated with chemical use and develop control procedures	2.1 Assess risks associated with using chemicals in the workplace 2.2 Develop control measures and emergency action plans to mitigate risk according to workplace procedures and industry best practice 2.3 Develop procedures for risk control for operational activities using chemicals according to industry best practice 2.4 Develop a continuous improvement strategy to address identified deficiencies in risk control procedures
3. Monitor and assess adherence to chemical risk procedures	3.1 Provide personnel with chemical use procedures, instruction and safety equipment, including personal protective eqiupment, for using chemical control strategies 3.2 Monitor and assess personnel performance against procedures for selecting equipment for chemical use 3.3 Monitor and assess personnel performance against procedures for operational activities of chemical use 3.4 Measure the performance of personnel for following risk control procedures according to industry practice
4. Evaluate risk control measures and maintain records	4.1 Develop procedures for evaluating the effectiveness of risk control measures 4.2 Identify shortfalls in procedures and document changes required 4.3 Update procedures to reflect required changes according to industry best practice 4.4 Develop and maintain record systems for risk assessment according to industry best practice and legislative and regulatory requirements

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Reading	• Critical analysis information and consolidate to determine risks in chemical control procedures

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Skill	Description
Writing	• Develop procedural material using clear and detailed language in order to convey explicit risk control information
Oral Communication	• Present complex information using clear and convincing language, tone and pace appropriate when briefing personnel on procedures
Navigate the world of work	• Work independently or with others in making decisions to achieve organisation outcomes • Contribute to roles and responsibilities of others • Take full responsibility for following policies, procedures and legislative requirements
Interact with others	• Implement strategies for a diverse range of colleagues in order to build rapport and foster strong relationships when instructing and monitoring performance • Elicit feedback and provide feedback to others in order to improve workgroup behaviours and update procedures
Get the work done	• Accept responsibility for planning and sequencing complex tasks and workload • Monitor progress of procedures and reviews and amends them to meet demands and priorities • Apply systematic and analytical decision making processes for complex and non-routine situations

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCCHM404 Develop procedures to minimise risks in the use of chemicals	AHCCHM401 Develop procedures to minimise risks in the use of chemicals	Changes to Performance Criteria for clarity Removal of prerequisites units Added PC's in Element 1 and Element 4 Updated Performance Evidence and Knowledge Evidence	Equivalent unit

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Links

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Assessment Requirements for AHCCHM404 Develop procedures to minimise risks in the use of chemicals

Modification History

Release	Comments
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 3.0.

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit. There must be evidence that on at least one occasion the individual has demonstrated that they have developed procedures to minimise risks in the use of chemicals, including:

- sourced information and analysed its content for safe chemical use
- identified steps in the chemical use process and identified hazards and risks
- assessed the risks and developed risk control procedures to mitigate the risk for chemical use
- implemented procedures, monitored and evaluated personnel using procedures
- developed a continuous improvement strategy for risk control procedures
- implemented, monitored and evaluated a chemical risk control procedure
- developed and maintained records for risk assessment.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- sources of chemical safety information, including:
  - codes of practice
  - legislation and regulations
  - chemical manufacturer labels
  - safety data sheets (SDS)
- industry best practice requirements relating to chemical use
- strategies for identifying hazards, risks and controls
- risk factors, including:
  - human
  - animal health
  - product integrity

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  - weather
  - residues and maximum residue levels
  - spray drift, spillage and environment
- requirements for the disposal of excess chemicals, clearing spillages and equipment clean up
- chemical application equipment capabilities and limitations
- principles and practices of chemical handling, transporting and storage of chemicals and fumigants
- principles and practices of chemical application strategies and equipment including integrated pest management
- operational factors to consider in procedures, including:
  - transport, handling and storage
  - application methods, equipment and personal protective equipment (PPE)
  - cleaning and decontamination
  - disposal of waste
- strategies for instructing personnel, and monitoring and assessing personnel performance
- mandatory and workplace record keeping requirements for chemical storage, disposal, application and safety.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
  - skills must be demonstrated in a workplace setting or an environment that accurately represents workplace conditions
- resources, equipment and materials:
  - tools and equipment required to implement the chemical use procedure
  - PPE
- specifications:
  - specific workplace documents including policies and processes
  - manufacturers' operating instructions for equipment and machinery
  - SDS
  - workplace instructions and job specifications
  - chemical information including legislation, codes of practice, manufacturer instructions
- relationships:
  - team member(s).

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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AHCCHM405 Plan and implement a chemical use program

Modification History

Release	Comments
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 3.0.

Application

This unit of competency describes the skills and knowledge required to assess and control the risks associated with chemical use and to plan and implement a program for chemical use.

The unit applies to individuals who take responsibility for their own work and provide direction to others. All work must be carried out to comply with workplace procedures, in accordance with applicable state/territory health and safety in the workplace, pesticide and environmental legislation and codes of practice.

No occupational licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Chemicals (CHM)

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify requirements for chemical use	1.1 Identify, source and interpret information required for planning and implementing a chemical use program 1.2 Assess the need for chemical use as an option 1.3 Ensure that personnel are adequately trained in chemical use according to workplace procedures

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Elements	**Performance Criteria**
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
2. Assess risks and develop control procedures	2.1 Identify hazards, assess risks and develop control measures and emergency action plans for chemical use operational activities 2.2 Assess weather conditions and forecasts to determine implications for off target contamination 2.3 Assess the sensitivity of target area and impact of chemical on the environment according to chemical label instructions and safety data sheets (SDS) 2.4 Assess the risk to human and animal health according to chemical label instructions and SDS 2.5 Analyse assessments and document risk control procedures for the chemical application plan according to workplace procedures
3. Develop an operational and maintenance program for chemical use	3.1 Determine chemicals to be used according to workplace pest management strategy 3.2 Calculate mixing requirements for chemicals according to chemical label instructions and workplace procedures 3.3 Document operational checks and calibration requirements of equipment according to operators instructions and manufacturer specifications 3.4 Develop and implement an operational and maintenance strategy for application equipment and personal protective equipment according to health and safety practices 3.5 Document operational and maintenance procedures for chemical application plan according to workplace protocols
4. Implement and monitor chemical application plan	4.1 Provide personnel with chemical use procedures, and instruction on safety equipment for chemical application plan 4.2 Monitor adherence with safe practice for preparation and application of chemicals according to chemical application plan 4.3 Monitor adherence to procedures for handling, transport, storage, decontamination and disposal of chemicals according to chemical application plan 4.4 Monitor adherence to maintenance procedures according to chemical application plan 4.5 Monitor adherence to residue procedures for product and environment according to chemical application plan
5. Finalise work	5.1 Ensure excess chemicals are disposed of according to waste

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Elements	Performance Criteria
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
activities in accordance with chemical application plan	management and environment procedures 5.2 Ensure required records are completed according to operational and workplace, health and safety procedures
6. Evaluate chemical application plan and records for continuous improvement	6.1 Develop procedures for evaluating the effectiveness of chemical application plan 6.2 Identify and document shortfalls in chemical application plan 6.3 Develop a continuous improvement strategy to rectify the chemical application plan

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Reading	• Critically analyse and consolidate information to determine chemical control procedures and develop chemical application plan
Writing	• Develop procedural material using clear and detailed language in order to convey explicit risk control information
Oral Communication	• Present complex information using clear and convincing language, tone and pace appropriate when briefing personnel on chemical application plan
Navigate the world of work	• Work independently or with others in making decisions to achieve organisation outcomes • Contribute to roles and responsibilities of others through implementation of plans • Take full responsibility for following policies, procedures and legislative requirements
Interact with others	• Implement strategies for a diverse range of colleagues in order to build rapport and foster strong relationships when instructing and monitoring performance • Elicit feedback and provides feedback to others in order to improve workgroup behaviours and update plans

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Skill	Description
Get the work done	• Accept responsibility for planning and sequencing complex tasks and workload • Monitor progress of procedures and reviews and amends them to meet demands and priorities • Apply systematic and analytical decision making processes for complex and non-routine situations

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCCHM405 Plan and implement a chemical use program	AHCCHM402 Plan and implement a chemical use program	Changes to Performance Criteria for clarity and added PC in Element 6. Removal of prerequisite units Updated Performance Evidence and Knowledge Evidence	Equivalent unit

Links

Companion Volumes, including Implementation Guides, are available at VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72

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Assessment Requirements for AHCCHM405 Plan and implement a chemical use program

Modification History

Release	Comments
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 3.0.

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit. There must be evidence that on at least one occasion the individual has demonstrated that they have planned and implemented a chemical use program, including:

- sourced information and analysed its content for chemical application
- assessed the need for chemical use and ensured personnel are adequately trained in chemical use according to workplace procedures
- identified hazards, risks and provided controls, including personal protective equipment (PPE) for chemical application and off target impact
- assessed weather conditions and environmental sensitivity of the site
- documented chemical application and maintenance procedures according to workplace protocols
- determined chemicals required and mixing requirements according to workplace procedures and chemical label instructions
- develop a continuous improvement strategy to minimise risk
- communicated chemical application plan to personnel
- implemented procedures and monitored and evaluated personnel according to chemical application plan
- developed a continuous improvement strategy for chemical application plan
- implemented, monitored and evaluated a chemical application plan.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- source of information for developing plans, including:
  - legislation and regulations
  - codes of practice
  - chemical labels

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    - safety data sheets (SDS)
- industry requirements relating to chemical use
- strategies for identifying hazard, risks and controls
- risk factors, including:
    - human
    - animal health
    - product integrity
    - weather
    - residues and maximum residue levels
    - off target damage, spillage and environment
- principles of transport, handling and storing chemicals
- requirements for the disposal of excess chemicals, clearing spillages and equipment clean up
- chemical application equipment capabilities, limitations and calibration
- mixing chemicals, including:
    - rates
    - mixing order if more than one chemical
    - adjuvants
    - water quality
- life cycle of a variety of pests and the target stages
- implications of pest resistance to chemicals
- principles and practices of chemical application strategies and equipment including, integrated pest management and animal health strategies
- preparation and documentation of strategic plans and procedures
- signs of pest damage and signs of beneficial organisms
- operational factors to consider in a procedures, including:
    - transport, handling and storage
    - application methods, equipment and PPE
    - cleaning and decontamination
    - disposal of waste
- emergency procedures including first aid
- strategies for instructing personnel, and monitoring and assessing personnel performance
- mandatory and workplace record keeping requirements for chemical storage, disposal, application and safety.

Assessment Conditions

Competency is to be assessed in the workplace OR simulated environment that accurately reflects performance in a real workplace setting.

Assessment of skills must take place under the following conditions:

- physical conditions:

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    - skills must be demonstrated in a workplace setting or an environment that accurately represents workplace conditions
- resources, equipment and materials:
    - tools and equipment required to implement the chemical application program
    - PPE
    - chemicals and relevant weighing and mixing equipment
- specifications:
    - specific workplace documents including policies and processes
    - manufacturers' operating instructions for chemicals, equipment and machinery
    - SDS
    - workplace instructions and job specifications
    - chemical information including legislation, codes of practice, chemical label instructions
- relationships:
    - team member(s) or work crew
- timeframes:
    - schedules and planned completion dates for a chemical application plan.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volumes, including Implementation Guides, are available at VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72

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AHCLPW404 Produce maps for land management purposes

Modification History

Release Number	TP Version	Comments
1	AHCv1.0	Initial release

Application

This unit of competency describes the skills and knowledge required to access geographical information and incorporate it onto maps for use in land management.

This unit applies to those whose job role includes preparing maps by hand or by using geographical information systems (GIS) for land management purposes.

This unit applies to individuals who have limited responsibilities for others in known and changing contexts.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Lands, Parks and Wildlife (LPW)

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Obtain information for a specific land	1.1 Define information required from data sets 1.2 Collect and present information from stakeholders on land

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Element	Performance criteria
management purpose	management and production systems consistent with the local area management strategy 1.3 Collect information to include temporal and spatial data 1.4 Review information for relevance and accuracy
2. Assess data availability	2.1 Ascertain availability of required data sets from internal and external sources 2.2 Confirm ownership of data and determine access and pricing 2.3 Obtain data in accordance with industry standards, statutory requirements and enterprise policy 2.4 Develop procedures to capture data
3. Assess data quality	3.1 Assess data for integrity and to determine suitability for task 3.2 Investigate and resolve disparities between data sets
4. Format and present data	4.1 Identify compatible formats for data 4.2 Assemble relevant data elements 4.3 Select data formats to meet user's requirements 4.4 Present information using suitable media 4.5 Present information in accordance with appropriate enterprise requirements and Australian standards
5. Incorporate data onto maps	5.1 Use range of computer applications to transfer information from various data sources onto maps 5.2 Produce draft maps showing spatial and temporal data consistent with development and implementation of the land management strategy 5.3 Review and edit maps to confirm accuracy and develop a map key to identify natural resource features, structures and land uses 5.4 Analyse maps for data to assist in development or implementation of land management plan
6. Review customer satisfaction	6.1 Seek feedback from users regarding satisfaction with information and presentation 6.2 Resolve any areas of dissatisfaction 6.3 Analyse and use customer feedback as a quality improvement tool

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

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Range of Conditions

Unit Mapping Information

This unit is equivalent to AHCLPW404A Produce maps for land management purposes.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72

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Assessment Requirements for AHCLPW404 Produce maps for land management purposes

Modification History

Release Number	TP Version	Comments
1	AHCv1.0	Initial release

Performance Evidence

The candidate must be assessed on their ability to integrate and apply the performance requirements of this unit in a workplace setting. Performance must be demonstrated consistently over time and in a suitable range of contexts.

The candidate must provide evidence that they can:

- source data sets that provide the required information
- validate the data for currency and compare to ground observations
- present data to workplace requirements
- incorporate data onto a map
- use drafting and editing processes to ensure accuracy of data and maps and to ensure reports and maps meet organisational standards
- provide a map key and any supporting information required
- evaluate maps for suitability for purpose and value in making land management decisions

Knowledge Evidence

The candidate must demonstrate knowledge of:

- land management processes relevant to map being prepared
- mapping principles and conventions including layout, legends, scale, media, printing and presentation styles
- use of software and hardware such as GIS, computer-aided design (CAD), desktop publishing, desktop mapping, multimedia, graphic animation, plotters and printers

Assessment Conditions

Assessors must satisfy current standards for RTOs.

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72

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AHCPMG307 Apply animal trapping techniques

Modification History

Release	Comments
Release 2	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 3.0.
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 1.0.

Application

This unit of competency describes the skills and knowledge required to trap and hold live animals for release, transportation or destruction. Trapped animals can be native animals, domestic animals, animals determined to be pests or feral animals.

The unit applies to individuals who work under broad direction and take responsibility for their own work. They use discretion and judgement in the selection, allocation and use of available resources.

State or territory licensing, legislative or certification requirements apply in some jurisdictions.

Pre-requisite Unit

Nil

Unit Sector

Pest Management (PMG)

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Prepare for trapping	1.1 Identify purpose of animal capture and set objectives 1.2 Confirm the location and size of the area designated for trapping activities

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Elements	**Performance Criteria**
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
	1.3 Confirm target animal movement patterns, behaviour and lifecycles to determine trapping location and placement of equipment and appropriate timing of trapping activity 1.4 Identify potential non-target animals 1.5 Estimate time required to complete trapping activities 1.6 Identify and check method of transport, materials and equipment required for trapping 1.7 Select appropriate traps for target animal and the environment 1.8 Clean, maintain and prepare trapping equipment according to manufacturer specifications 1.9 Identify hazards, risks and controls for trapping and select appropriate personal protective equipment 1.10 Identify and manage environmental risks associated with trapping animals 1.11 Obtain relevant approvals, permits and permission to carry out trapping activities 1.12 Determine precautions for minimising trapping of non-target animals
2. Place and set traps	2.1 Undertake site surveillance prior to setting traps 2.2 Select and prepare site to maximise opportunity for trapping target animals and minimise the chance of trapping non-target animals 2.3 Position, set and calibrate trapping equipment and check it for operation and safety 2.4 Apply lures, decoys, baits or toxins according to workplace procedures and permits 2.5 Camouflage traps according to workplace procedures 2.6 Apply precautions to prevent trapping of non-target animals 2.7 Set traps according to legislative requirements and animal welfare codes of practice
3. Check and remove traps	3.1 Inspect traps at the required frequency 3.2 Identify trapped animals then release, humanely destroy or prepare for transport according to trapping objectives and permits 3.3 Handle captured animals humanely according to animal welfare codes of practice

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Elements	Performance Criteria
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
	3.4 Transport animals from site according to trapping objectives and animal welfare codes of practice 3.5 Observe health and safety in the workplace procedures and public safety requirements during trapping activities 3.6 Operate trap release mechanism safely and remove trap 3.7 Restore trap-site to its prior condition
4. Record data	4.1 Use global positioning system (GPS) loggers to record locations of trapped animals 4.2 Use recording instruments to record details of trapping activities according to trapping plan and workplace procedures
5. Clean and store equipment and material	5.1 Clean and store carcases for research or other purposes 5.2 Clean and store equipment and materials according to safety data sheets, workplace and biosecurity procedures 5.3 Record target and non-target kills
6. Report completion of work	6.1 Report results of trapping activities and incidents according to workplace procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Writing	• Accurately record and complete organisational documentation using clear language, and terminology when reporting and maintaining animal trapping records
Numeracy	• Perform basic mathematical calculations to determine and record trapping data and GPS locations
Navigate the world of work	• Take responsibility for following explicit and implicit policies, procedures and legislative requirements
Get the work done	• Take responsibility for planning, sequencing and prioritising tasks and workload for efficiency and effective trapping outcomes

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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCPMG307 Apply animal trapping techniques Release 2	AHCPMG307 Apply animal trapping techniques Release 1	Minor changes and removal of unnecessary Performance Criteria for clarity Updated Performance Evidence and Knowledge Evidence	Equivalent unit

Links

Companion Volumes, including Implementation Guides, are available at VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72

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Assessment Requirements for AHCPMG307 Apply animal trapping techniques

Modification History

Release	Comments
Release 2	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 3.0.
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 1.0.

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit. There must be evidence that on at least one occasion the individual has demonstrated that they have applied animal trapping techniques, including:

- determined objectives for trapping and confirmed target animal characteristics and trapping location and size
- estimated trapping period and identified, selected and prepared baits, equipment, traps and transport for trapping activities
- set and trapped animals humanely and released or destroyed animals according to workplace procedures and animal welfare code of practice
- identified presence of target and non-target animals
- identified environmental, health and safety in the workplace hazards, risks and applied controls according to workplace and environmental procedures
- checked method of transport, equipment and materials for serviceability and cleaned equipment before and after trapping activities
- selected, prepared and restored trapping site during trapping activities
- positioned, set, calibrated and checking trapping equipment according to workplace procedures
- applied lures or baits according to trapping plan
- selected, used and stored baits or toxins according to workplace procedures
- inspected traps in a timely manner and handled and euthanised captured animals in accordance with workplace procedures and animal welfare practices
- maintained records using global positioning system data
- summarised and presented trapping data and reports according to workplace procedures
- cleaned and stored equipment and carcases using approved chemicals according to safety data sheets (SDS) and workplace procedures to minimise biosecurity risks.

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Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- basic requirements for ensuring the welfare of animals described in the relevant Codes of Practice
- purpose for trapping the animal
- target animals and non-target animals
- target animal's range, movement patterns and behaviour and how to apply knowledge of these to selecting trapping location and equipment
- reproductive cycle of the target animal to determine appropriate timing of trapping activities
- food preferences, both general and local, of target animals
- capture and kill points for target animals
- traps and techniques for target animals
- permissions that may be required to undertake trapping
- principles relating to property, stock and duty of care when trapping
- precautions that need to be taken to minimise trapping of non-target animals
- trap camouflage materials and techniques
- trap types, setting and operating release to render them inactive
- health and safety in the workplace procedures that relate to trapping animals
- recording and reporting requirements
- use of decoys and lures
- baits or toxins types and preparation
- applicable state or territory legislation on the use and storage of baits or toxins
- applicable legislation on the capture and handling of animals
- suitable personal protective equipment
- transportation methods for captured animals.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
  - skills must be demonstrated in the field or an environment that accurately represents workplace conditions
- resources, equipment and materials:
  - live animals in the field
  - traps appropriate to trapping technique required
  - baits, lures or poisons relevant to trapping context
  - methods of transport relevant to trapping context
  - cleaning products
- specifications:

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  - workplace documents including plans, procedures, records and forms
  - workplace instructions or briefs
  - specific regulations and animal welfare codes of practice
  - technical information and resources applicable to pest
  - specific SDS
- relationships:
  - supervisor.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

In addition, the following specific assessor requirements apply to this unit if firearms are used to destroy animals:

- must possess firearms licences
- appropriate experience in using firearms for pest control.

Links

Companion Volumes, including Implementation Guides, are available at VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72

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AHCPMG312 Apply poison baits for vertebrate pest control in rural and environmental landscapes

Modification History

Release	Comments
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 3.0.

Application

This unit of competency describes the skills and knowledge required to prepare pest animal baiting programs. This includes the safe preparation and distribution of poison baits for the control of vertebrate pest animals affecting the rural and natural environment according to legislative and regulatory requirements.

The unit applies to individuals who work under broad direction and take responsibility for their own work. They use discretion and judgement in the selection, allocation and use of available resources and for solving problems.

State or territory licensing, legislative or certification requirements apply in some jurisdictions.

Pre-requisite Unit

Nil

Unit Sector

Pest Management (PMG)

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify vertebrate pests' species and prepare a poison baiting program	1.1 Identify the pest animal species and abundance in target area 1.2 Assess the type, availability and mode of action of poison for control of pest animal species in target area

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Elements	**Performance Criteria**
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
	1.3 Identify key aspects of pest animal species ecology, habitat use and control program objectives to determine the timing and extent of baiting program 1.4 Assess public health, safety hazards, risks and regulatory restrictions for control options 1.5 Assess environmental conditions and off target risk for control options 1.6 Select appropriate control option, baiting technique, poison and delivery method appropriate for target pest species, location and landscape 1.7 Prepare baiting program to maximise pest animal control objectives according to legislative and regulatory requirements 1.8 Determine monitoring and reporting protocols to evaluate effectiveness of baiting program according to legislative and regulatory requirements
2. Obtain and confirm approvals for accessing and using poison baits	2.1 Identify necessary approvals and notification requirements for the location of the baiting program and poison use according to legislative and regulatory requirements and toxin/poison label requirements 2.2 Access and complete documentation to gain approvals for use of poisons and baits according to workplace procedures and legislative and regulatory requirements 2.3 Ensure approvals have been granted, received and filed according to workplace procedures and legislative and regulatory requirements 2.4 Notify stakeholders of intended baiting program according to workplace procedures and legislative and regulatory requirements
3. Prepare, transport and store baits	3.1 Determine the type of bait, quantity and dose rate of poison for the pest control program according to poison label and legislative and regulatory requirements 3.2 Select, ensure serviceability, fit and use personal protective equipment for baits according to chemical label and safety data sheets (SDS) 3.3 Select suitable location to prepare poison bait according to workplace procedures and legislative and regulatory requirements, codes of practice or guidelines 3.4 Prepare bait for the target species, bait substrate/material and poison according to label and legislative and regulatory requirements

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Elements	**Performance Criteria**
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
	3.5 Transport poisons and prepared baits according to legislative and regulatory requirements 3.6 Prepare baits for storage according to baiting program requirements, type of bait and legislative and regulatory requirements 3.7 Store the treated baits safety according to workplace procedures, legislative and regulatory requirements and poison label directions 3.8 Clean and decontaminate bait preparation and distribution equipment according to operator instructions, SDS and legislative and regulatory requirements
4. Distribute and monitor baits in target area	4.1 Monitor and assess weather conditions and forecasts to ensure effective conditions for baiting to proceed 4.2 Ensure notifications have been communicated and signage installed prior to baiting program according to legislative and regulatory requirements 4.3 Identify health and safety hazards and risks and implement controls when handling and distributing baits according to workplace procedures, poison label directions and SDS 4.4 Distribute baits in target area to maximise target pest access and minimise off target risk according to label directions and baiting program 4.5 Monitor bait uptake and control outcomes in a timely manner according to baiting program requirements, poison label directions and legislative and regulatory requirements 4.6 Clean up and dispose of baits according to poison label instructions, workplace procedures and legislative and regulatory requirements
5. Recording and reporting on outcomes of baiting program	5.1 Record and report safety and environmental incidents according to workplace procedures and legislative and regulatory requirements 5.2 Record details of poison bait application and outcomes according to workplace procedures and legislative and regulatory requirements

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Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Reading	• Read and interpret SDS, poison labels, operating instruction, applicable legislation and regulations and other documentation and consolidates information to determine baiting requirements
Writing	• Complete regulatory applications and forms for permissions according to legislation and regulations • Accurately record and complete organisational and legislative records using clear language and terminology
Numeracy	• Perform mathematical calculations to determine bait size and quantity relevant to the vertebrate animal population and scale of the program
Navigate the world of work	• Take responsibility for following policies, procedures and regulations • Identify and implement poison label requirements
Get the work done	• Take responsibility for planning, sequencing and prioritising tasks required for baiting activities

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCPMG312 Apply poison baits for vertebrate pest control in rural and environmental landscapes	Not applicable	New Unit	No equivalent unit

Links

Companion Volumes, including Implementation Guides, are available at VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72

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Assessment Requirements for AHCPMG312 Apply poison baits for vertebrate pest control in rural and environmental landscapes

Modification History

Release	Comments
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 3.0.

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit. There must be evidence that the individual has on at least one occasion demonstrated the ability to apply poison baits for vertebrate pest animals in a rural or natural environmental landscape ensuring they have:

- identified pest animal species and abundance
- identified and assessed the availability, mode of action of poison and their application for control of vertebrate pest animal species
- identified and selected the poison and baits required for the target pest and calculated the requirements for bait size according to poison label and regulatory requirements
- determined the timing for undertaking a baiting program in consideration of target animal ecology, behaviour, location and landscape
- identified the various approaches to baiting for pest animal species and selects most appropriate form of baiting for target pest animal species and environment
- assessed environmental and off target hazards and risks
- developed a poison baiting program and monitoring protocol suitable for pest control objectives for target vertebrate pest and location
- identified and accessed legislative and regulatory forms and made application for approvals to access and implement a poison baiting program
- confirmed approvals and notified stakeholders of poison baiting program
- assessed health and safety in the workplace hazards, risks and implemented control procedures for applying and handling poison baits according to poison label, safety data sheets (SDS), legislative and regulatory requirements, and workplace procedures
- used personal protective equipment for all poison bait activities
- prepared baits for target species in a suitable location
- prepared bait for storage and stored the bait safely ready for distribution according to poison label and workplace procedures
- monitored and assessed weather to ensure effective baiting conditions according to workplace procedures and poison label
- transported baits according to legislative requirements

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- installed signage and distributed baits ensuring effective target access and minimising off target risks according to baiting program
- monitored bait stations in a timely manner according to poison label and baiting program
- cleaned equipment, spills, and disposed of waste and baits according to workplace and environmental procedures, SDS and poison labels
- maintained records and reported incidents according to workplace procedures and legislative and regulatory requirements.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- vertebrate pests and their impact on the rural and environmental landscape
- vertebrate pesticides, toxins or poisons to control and manage pest animal species, including:
  - types
  - origin
  - mode of action
  - application
- application and use of pesticides in vertebrate animal baiting program
- baiting techniques for the delivery of vertebrate pesticide toxins or poisons to target species in a baiting program
- regulatory conditions for the use of vertebrate pesticides in pest animal baiting programs, including:
  - legal implications
  - requirements of poisons labels
  - role of SDS
  - regulated poisons including Schedule 7
- federal, state or territory guidelines and codes of practice for the preparation and use of poison baits for pest animals
- types and characteristics of vertebrate pests and their impact on the human and natural environment, including:
  - life cycle
  - effect on farms and farmland
  - effect on natural ecosystem and landscape
  - effect on the urban environment
- options for controlling vertebrate pests for a control program, including:
  - poison baiting
  - fumigation
  - habitat destruction
  - concussive (explosive) force
  - trapping

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  - shooting
  - fencing
  - Integrated Pest Management
  - guard animals
  - aversions
- bait techniques and technologies, including:
  - grains
  - meat
  - fruits and vegetables
  - bait stations
  - baiting trails
  - replacement baiting programs
  - canid pest ejectors
  - aerial baiting
- legislation, regulations and licensing requirements in relation to access and use of poisons and poison baits, including:
  - application process for permits and licencing
  - roles and responsibilities of land owners, pest controllers and government agencies for using poison baits
- stakeholders and required notifications including, neighbours, staff and statutory notifications
- bait distribution techniques and considerations, including:
  - impact of weather
  - pest species and their habits
  - breeding cycle
  - feeding and caching (storing) behaviours
  - watering behaviours
- predation risk to rural and environmental assets being protected
- building baiting program into farm or park management activities
- factors that contribute to off target risks, including:
  - proximity to urban and peri urban environment
  - domestic animal behaviours
  - pest animal interactions
  - native birds and animal activities
- hazards of poisons and their application, including:
  - human and animal health
  - environmental contamination
  - residues in environment, plants and animals
  - timing for checking bait stations/sites
- safety requirements when handling, treating and distributing poisonous baits, including:

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  - procedures
  - personal protective equipment
  - signage
- preparing poisonous baits, including:
  - bait types
  - sizes
  - preparation before and after treatment
  - equipment and methods of treating baits
- safe handling, transport and storage of treated baits and poison concentrates
- requirements for disposal of waste poison and baits, clearing spillages and equipment clean up.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
  - skills must be demonstrated in a typical workplace environment or an environment that accurately represents workplace conditions
- resources, equipment and materials:
  - poison baits
  - personal protective equipment
- specifications:
  - workplace documents including work instructions and procedures for bait distribution and planning
  - poison labels and SDS
  - legislation and regulations relevant to the use of poisons and poison baits
  - access to weather forecasts or means to measure local weather.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volumes, including Implementation Guides, are available at VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72

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AHCPMG409 Implement a pest management plan

Modification History

Release	Comments
Release 2	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 3.0.
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 1.0.

Application

This unit of competency describes the skills and knowledge required to implement pest management plans for weeds, vertebrate or invertebrate pests.

The unit applies to individuals who take responsibility for their own work and for the quality of the work of others within known parameters. They use discretion and judgment in the selection, allocation and use of available resources.

State or territory licensing, legislative or certification requirements apply in some jurisdictions.

Pre-requisite Unit

Nil

Unit Sector

Pest Management (PMG)

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify and allocate resources for the pest management plan	1.1 Determine operational parameters and objectives in consultation with management 1.2 Determine site operational parameters through site inspection 1.3 Consult stakeholders to provide advice and secure support on pest

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Elements	**Performance Criteria**
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
	management activities 1.4 Identify budgetary allocations and determine the effect on resources and activities 1.5 Identify health and safety, environmental and biosecurity hazards and risks and determine controls 1.6 Select and allocate pest management activities to personnel according to planned health and safety in the workplace standards, legislation 1.7 Procure machinery, equipment, tools and materials identified in the plan according to health and safety in the workplace standards and legislation
2. Brief personnel on pest management plan activities	2.1 Inform personnel of the requirements and expectations of the pest management plan according to workplace procedures 2.2 Advise personnel of health and safety in the workplace standards and legislative and regulatory requirements to be applied when carrying out required activities
3. Implement the pest management plan	3.1 Ensure machinery, equipment, tools and materials are checked and serviceable 3.2 Ensure personal protective equipment is serviceable, fitted and used by personnel according to health and safety in the workplace procedures 3.3 Manage pest control techniques according to pest management plan 3.4 Monitor procedures and processes employed by personnel for compliance with health and safety in the workplace procedures, animal welfare and environmental guidelines 3.5 Provide feedback, advice and coaching to personnel according to workplace procedures
4. Coordinate contingency management activities	4.1 Review and reschedule activities not completed according to workplace procedures 4.2 Notify personnel and stakeholders of changes to the schedule according to workplace procedures
5. Report progress in relation to pest management plan	5.1 Review reports and records supplied by personnel and assess performance against pest management plan 5.2 Document and compile reports and records according to workplace

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Elements	Performance Criteria
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
	procedures 5.3 Provide regular progress reports to stakeholders according to workplace procedures and reporting schedule

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Reading	• Critically analyse plans, reports and records and consolidate information to determine pest control actions
Writing	• Document outcomes and changes to plans and generates reports using industry relevant and recognised terminology
Numeracy	• Apply computational skills to identify budgetary information, determine time durations and human resource allocations
Oral Communication	• Present complex information in formal situations using clear and convincing language, tone and pace appropriate when briefing personnel and conversing with management
Navigate the world of work	• Work independently or with others in making decisions to achieve organisation outcomes • Contribute to roles and responsibilities of others • Take full responsibility for following policies, procedures and legislative requirements
Interact with others	• Implement strategies for a diverse range of colleagues in order to build rapport and foster strong relationships when allocating workload • Elicit feedback and provide feedback to others in order to improve workgroup behaviours and develop contingencies
Get the work done	• Accept responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others taking into account capabilities, efficiencies and effectiveness • Monitor progress of plans and schedules and review and change them to meet new demands and priorities • Apply systematic and analytical decision-making processes for complex and non-routine situations

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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCPMG409 Implement a pest management plan Release 2	AHCPMG409 Implement a pest management plan Release 1	Updated to meet Standards for Training Packages Minor changes to Performance Criteria for clarity	Equivalent unit

Links

Companion Volumes, including Implementation Guides, are available at VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72

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Assessment Requirements for AHCPMG409 Implement a pest management plan

Modification History

Release	Comments
Release 2	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 3.0.
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 1.0.

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit. There must be evidence that on at least one occasion the individual has demonstrated that they can implement a pest management plan, including:

- determined all operational parameters and objectives and identified the budgetary allocations, health and safety in the workplace, biosecurity, human and operational resources required for the pest management plan
- supervised others to meet health and safety in the workplace, legislative and regulatory requirements in their work
- procured and ensured machinery, equipment tools and materials met operational and statutory requirements
- communicated with stakeholders and personnel on pest management activities
- supervised others to carry out pest management work according to the pest management plan and provided feedback, advice and coaching
- informed and advise personnel on duties and expected standards
- reviewed and rescheduled works and notified stakeholders of changed schedules
- reviewed and compiled outcomes of pest management plan and prepared reports to stakeholders on progress.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- pest management plans their structure and implementation
- factors affecting the selection of pest control methods and techniques, including:
  - pest biology and lifecycle
  - potential diseases and toxicity

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    - principles of sustainability
    - herbicide resistance and the alternatives that are available
    - pest status in the context of location, land use, benefits and damage caused
- pest management control programs and how to use them in an integrated manner, including:
    - key concepts of integrated pest management as a strategy
- contingency management principles
- risk assessment and management processes
- legal responsibilities of stakeholders including landowners
- local, regional, state and national pest management strategies
- federal, state or territory legislation and regulations relating to pest management activities
- the basic concepts and underpinning principles of the strategic approach to invasive pest management and how to manage damage caused by pests
- the basic principles and importance of monitoring and evaluating the effectiveness of invasive pest management and how to plan and implement an appropriate monitoring program for a pest management plan
- common causes of failure in pest management
- requirements for ensuring the welfare of animals described in relevant codes of practice
- relevant environmental and pesticides legislation as they apply to the workplace
- developing operational parameters and objectives, timelines and milestones
- reporting and recording requirements for the various stakeholders
- scheduling workload and developing work plans.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
    - skills must be demonstrated in a workplace setting or an environment that accurately represents workplace conditions
- resources, equipment and materials:
    - live pest animals
    - tools and equipment required to implement the plan
    - personal protective equipment
    - baits and poisons
- specifications:
    - workplace documents including policies, procedures, processes
    - pest management plan
    - manufacturers' operating instructions for specific equipment and machinery
    - specific safety data sheets
    - workplace instructions and job specifications
    - specific legislation/codes of practice
- relationships:

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- clients
- team member(s)/work crew
- supervisors/management

- timeframes:
  - schedules and planned completion dates for a pest management plan.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volumes, including Implementation Guides, are available at VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72

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AHCPMG413 Define the pest problem

Modification History

Release	Comments
Release 2	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 3.0.
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 1.0.

Application

This unit of competency describes the skills and knowledge required to apply a strategic pest management approach to define a weed, vertebrate or invertebrate pest problem for a target area.

The unit applies to individuals who use consultation and analysis to define the pest problem. They exercise autonomy in undertaking complex work and analyse, design and communicate solutions to sometimes complex problems.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Pest Management (PMG)

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Establish the background to the target pest problem	1.1 Determine landscape and land use within target area 1.2 Consult with stakeholders to identify and record views and issues for target pest

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Elements	**Performance Criteria**
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
	1.3 Define desired environmental management and production outcomes 1.4 Collect and record information about management or production processes relating to pest problem 1.5 Determine non-target species populations in target area according to ecological data
2. Analyse the target pest problem in the area	2.1 Establish and document stakeholder views on the distribution of target pest within affected area 2.2 Source and analyse information to validate stakeholder views for target pest population, damage, and distribution 2.3 Identify environmental and pest biology factors which influence the target pest population and distribution 2.4 Document the target pest lifecycle, optimum times, locations and behaviours that impact program effectiveness 2.5 Identify non-target species populations and distribution 2.6 Identify hazards, risks and controls for non-target species, environment, ecology and production in target area 2.7 Identify potential ecological role of target pest
3. Determine critical control points for management of the target pest problem	3.1 Determine timing of control activities for periods of least risk to off target activities and conditions 3.2 Identify periods of significant vulnerability during target pest lifecycle 3.3 Determine appropriate time period for pest management activity
4. Define and document the impacts of the target pest	4.1 Estimate economic losses and environmental impacts of the pest presence 4.2 Conduct a cost-benefit analysis of managing pest in accordance with workplace plans 4.3 Prepare a report on outcomes of investigation for stakeholders according to workplace procedures 4.4 Assess whether the pest problem warrants the need for a pest management plan

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Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Reading	• Critically analyse documents and data from a variety of sources and consolidates information to determine requirements for management plans
Writing	• Document outcomes of consultations and incorporates details into report • Document report using industry relevant terminology, structure and format
Numeracy	• Perform mathematical calculations to analyse costs and values to accurately create a cost benefit analysis
Oral Communication	• Determine and confirm client views and opinion using collaborative and inclusive techniques including active listening and questioning and reading of verbal and non-verbal signals to convey and clarify information and to confirm understanding
Navigate the world of work	• Work independently or with others in making decisions to achieve organisation outcomes • Take full responsibility for following, procedures and legislative requirements
Get the work done	• Accept responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others taking into account capabilities, efficiencies and effectiveness • Apply systematic and analytical decision-making processes for complex and non-routine situations

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCPMG413 Define the pest problem Release 2	AHCPMG413 Define the pest problem Release 1	Minor changes to Performance Criteria for clarity Updated Performance Evidence and Knowledge Evidence	Equivalent unit

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Links

Companion Volumes, including Implementation Guides, are available at VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72

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Assessment Requirements for AHCPMG413 Define the pest problem

Modification History

Release	Comments
Release 2	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 3.0.
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 1.0.

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit. There must be evidence that on at least one occasion the individual has demonstrated that they have produced a written report that details the pest problem in a target area, including:

- identified and consulted with stakeholders
- collected information on pest impact and defined the pest problem in consultation with stakeholders
- determined the target pest population and distribution and factors impacting population and distribution
- determined non-target species populations and distribution in area
- accessed and analysed information to validate pest impact
- identified appropriate times for pest control activities and identified and documented pests' characteristics that impact on program effectiveness
- conducted a cost-benefit analysis for managing target pest
- prepared a report and assessed the viability for a pest management plan for pest population
- identified environmental impact of pest presence and pest management activity.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- impact of pests on environment, land use, land management and production processes
- behaviour of target pests, particularly those behaviours that impact pest susceptibility to being effectively managed
- animal welfare and related codes of practice and workplace procedures

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- pest biology and lifecycles of target pests
- principles that underpin the strategic approach to managing pests
- land management and production processes of targeted area
- ecology of targeted area
- performance criteria for measuring land management and production outcomes
- techniques used to validate the target pest population and distribution data supplied by stakeholders and sources of relevant data
- measuring or estimating economic implication and environmental impacts of pests
- potential ecological role some pests provide
- potential disease or toxicity risks
- relevant parts of local, regional, state or territory and national pest management strategies
- factors that influence pest population and distribution
- periods of vulnerability in the lifecycle of pests
- critical control points for management of pest problem
- range of pests, non-target species, plant pests and diseases.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
  - skills must be demonstrated in a workplace setting or an environment that accurately represents workplace conditions
- resources, equipment and materials:
  - site with pests to evaluate
  - technology and resources for documenting reports and cost benefit analysis
- specifications:
  - workplace documents including policies, procedures, processes
  - research materials and data for pests
  - workplace instructions and job specifications
  - specific legislation and codes of practice.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volumes, including Implementation Guides, are available at VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72

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AVIY3075 Control remote pilot aircraft systems in normal flight

Modification History

Release 1. This is the first release of this qualification in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to control remote pilot aircraft systems (RPAS) in normal flight, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority and national operating standards.

It includes climbing the RPAS, maintaining straight and level flight and turning the RPAS in flight. It also includes controlling RPAS speed in flight, descending the RPAS, performing RPAS landing approaches, and complying with airspace requirements.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational duties of flight crew and ground personnel, and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of recreational, commercial and military aircraft activities across a variety of operational contexts within the Australian aviation industry.

Work is performed independently or under limited supervision within a single-pilot or multi-crew RPAS environment.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Use for Defence Aviation is to be in accordance with relevant Defence Orders, Instructions, Publications and Regulations.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic Management

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Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1 Climb RPAS	1.1 Clarity of flight path is observed and risks are mitigated in accordance with workplace procedures
	1.2 RPAS climb checks are completed in accordance with workplace policies and procedures
	1.3 Adjustments are made to attitude and power to achieve an increase of altitude at shallow, normal and steep rates and cruise conditions of flight, during straight and turning manoeuvres as required
	1.4 RPAS is maintained in trim condition as required
	1.5 RPAS is levelled off at or below 400 feet above ground level (AGL)
	1.6 Situational awareness, lookout and air traffic separation are maintained in accordance with workplace procedures and regulatory requirements
2 Maintain straight and level flight	2.1 Power, altitude and configuration are set to achieve straight and level flight as required
	2.2 RPAS is maintained in trim condition as required
	2.3 Visible signs or electronic indications of height change are identified and responded to appropriately
	2.4 Visible signs or electronic indications of heading change are identified and responded to appropriately
	2.5 Clarity of flight path is observed and risks are mitigated in accordance with workplace procedures
	2.6 Situational awareness, lookout and air traffic separation are maintained in accordance with workplace procedures and regulatory requirements

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3 Turn RPAS in flight	3.1	RPAS operating limits are maintained during turns in accordance with workplace procedures and manufacturer instructions
	3.2	Situational awareness, lookout and air traffic separation are maintained during turns
	3.3	Potential hazards are identified and controlled during turns
4 Control RPAS speed in flight	4.1	Height awareness is maintained during slow speed flight
	4.2	Recovery to cruise speed is achieved while maintaining height during flight
5 Descend RPAS	5.1	Adjustments are made to altitude and power to achieve a decrease of altitude at shallow, normal and steep rates as required
	5.2	RPAS is maintained in trim condition as required
	5.3	RPAS is levelled from a descent position at a nominated altitude in accordance with workplace policies and procedures, and manufacturer instructions
	5.4	Clarity of flight path is observed during RPAS descent and risks are mitigated in accordance with workplace procedures
	5.5	RPAS operating limits are controlled during descent in accordance with workplace procedures and manufacturer instructions
	5.6	Descent checks are completed in accordance with workplace procedures and regulatory requirements
	5.7	Situational awareness, lookout and air traffic separation are maintained in accordance with regulatory requirements and workplace procedures
6 Perform RPAS landing approaches	6.1	Approaches are conducted in accordance with operations manual procedures appropriate to the RPAS type, with allowance for wind velocity
	6.2	All mandated checklists are completed and communications procedures are followed
	6.3	Traffic conflict or adverse flight conditions are recognised and a go-around/position–hold is performed from any position in the approach and landing pattern

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	6.4	Radio listening watch is maintained in accordance with established procedures and regulatory requirements
	6.5	RPAS is configured for landing in accordance with workplace procedures and manufacturer instructions
7 Comply with airspace requirements	7.1	Compliance is maintained at all times with air traffic requirements and controlled or restricted airspace conditions or limitations
	7.2	Safe progress of flight is ensured at all times
	7.3	Awareness of RPAS position is maintained at all times
	7.4	Radio listening watch is maintained in accordance with established procedures and regulatory requirements
	7.5	Weather conditions are monitored and responded to appropriately accordance with regulatory requirements, and workplace policies and procedures

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Procedures for maintaining airspace compliance requirements must include:	• determining geographical limits of flight area on a chart or electronic display • identifying prominent geographical features using a chart • determining position of controlled airspace using a chart and geographical features • identifying restricted areas using a chart and geographical features

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Unit Mapping Information

This unit replaces and is equivalent to AVIY3075A Control remote pilot aircraft (RPA) in normal flight.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816

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Assessment Requirements for AVIY3075 Control remote pilot aircraft systems in normal flight

Modification History

Release 1. This is the first release of this qualification in the TLI Transport and Logistics Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- applying the techniques of straight and level, climbing and descending flight
- communicating effectively with others when controlling the remote pilot aircraft systems (RPAS) in normal flight, including using a radio
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS)/occupational health and safety (OHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- maintaining compliance with regulatory requirements
- maintaining separation between air traffic
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- performing various functions simultaneously as required
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- remaining within a designated area while complying with airspace and air traffic requirements
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace
- responding appropriately to cultural differences
- selecting and using required personal protective equipment conforming to industry and WHS/OHS standards

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- using instruments to monitor RPAS performance
- working collaboratively with others when controlling the RPAS in normal flight, including when using a radio
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aeronautical decision-making processes
- effect of angle of bank and load factor on stall speeds as applicable
- effect of wind on RPAS flight path
- effective communications
- error management, including error types, causes and consequences
- fatigue risk management
- functions and effects of all RPAS controls
- go-around/position hold procedures
- human performance and its limitations, including the senses, memory and situational awareness
- in a Defence context, relevant Defence Orders and Instructions
- post launch checks
- pre-recovery checks
- principles of aerodynamics
- procedures for setting power in engines
- relevant sections of Civil Aviation Regulations and Orders
- RPAS circuit patterns and procedures
- stress, workload and time pressure management
- use of autopilot/flight director functions
- use of instruments to monitor RPAS performance
- use of navigation sensors and equipment
- use of trim controls
- WHS/OHS and environmental procedures and regulations.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include

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requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- acceptable means of simulation assessment
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816

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BSBADM409 Coordinate business resources

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to determine and analyse existing and required resources, their effective application and the accountability for their use.

It applies to individuals with a broad knowledge of business resources who contribute well developed skills and knowledge to ensure adequate resources are available to perform the work of the organisation. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Administration – General Administration

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Determine resource requirements	1.1 Determine resource requirements in accordance with business and operational plans and organisational requirements 1.2 Provide opportunities to individuals and workgroups to contribute to the identification of resource requirements 1.3 Ensure resource expenditure is realistic and makes efficient use of available budget resources 1.4 Present recommendations on resource requirements in the

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ELEMENT	PERFORMANCE CRITERIA
	required format, style and structure using relevant business equipment and technology
2 Acquire and allocate resources	2.1 Acquire physical resources and services in accordance with organisational requirements 2.2 Check resources to ensure quality and quantity are in line with service agreements 2.3 Allocate resources promptly to enable achievement of workgroup objectives 2.4 Ensure consultation with individuals and teams on allocation of resources is participative and is conducted using appropriate interpersonal skills
3 Monitor and report on resource allocation and usage	3.1 Measure effectiveness of resource planning and assess against actual costs, identified shortfalls and surpluses 3.2 Develop and implement methods of monitoring resource use to enable timely and accurate reporting against business and operational plans 3.3 Identify improvements in resource planning through consultation and feedback, and implement in accordance with organisational requirements 3.4 Maintain records concerning equipment and resource purchases in accordance with organisational requirements

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 2.2, 3.1, 3.3, 3.4	• Identifies and interprets information from organisational plans, policies and procedures
Writing	1.4, 2.1, 3.1-3.4	• Develops a range of documents using structure and vocabulary appropriate to audience, context and purpose
Oral Communication	1.2, 2.4, 3.3	• Participates effectively in spoken interactions using active listening and questioning to confirm and clarify understanding

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Numeracy	1.3, 2.2, 3.1, 3.2	• Interprets and comprehends a range of mathematical information that is embedded in familiar texts • Calculates and compares numeric data to track expenditure
Navigate the world of work	1.1, 2.1, 3.3, 3.4	• Recognises and responds to explicit and implicit organisational procedures and protocols and legislative/regulatory requirements
Interact with others	1.2, 1.4, 2.4, 3.3	• Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role • Cooperates with others as part of familiar routine activities playing an active role in facilitating group interaction
Get the work done	1.1, 1.3, 1.4, 2.1, 2.2, 2.3, 3.1, 3.2	• Applies formal processes when planning complex tasks, producing plans with logically sequenced steps, reflecting an awareness of time constraints • Recognises and takes responsibility for addressing predictable problems in familiar work contexts • Utilises a range of features within digital applications to access, store and share information • Reflects on the ways in which variables impact on decision outcomes to identify improvement opportunities

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBADM409 Coordinate business resources	BSBADM409A Coordinate business resources	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBADM409 Coordinate business resources

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- monitor resource usage
- maintain records of resource requirements and usage
- calculate costs and expenditures in relation to use and maintenance of business resources
- acquire and allocate physical resources and services to team members
- consult and communicate with individuals and teams about acquiring and using resources
- monitor, review and report on resource use acquisition, allocation, use and procedures
- follow organisational policies and procedures in relation to business resource acquisition and monitoring.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe the functions of business equipment used in an organisation and identify common faults
- identify organisational policies, plans and procedures in relation to business resource acquisition and monitoring.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the general administration field of work and include access to:

- records relating to business resources
- policies and procedures relating to resources

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- case studies, and where possible, real situations.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBADM502 Manage meetings

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to manage a range of meetings including overseeing the meeting preparation processes, chairing meetings, organising the minutes and reporting meeting outcomes.

It applies to individuals employed in a range of work environments who are required to organise and manage meetings within their workplace, including conducting or managing administrative tasks in providing agendas and meeting material. They may work as senior administrative staff or may be individuals with responsibility for conducting and chairing meetings in the workplace.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Administration – General Administration

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Prepare for meetings	1.1 Develop agenda in line with stated meeting purpose 1.2 Ensure style and structure of meeting are appropriate to its purpose 1.3 Identify meeting participants and notify them in accordance with organisational procedures

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ELEMENT	PERFORMANCE CRITERIA
	1.4 Confirm meeting arrangements in accordance with requirements of meeting 1.5 Despatch meeting papers to participants within designated timelines
2 Conduct meetings	2.1 Chair meetings in accordance with organisational requirements, agreed conventions for type of meeting and legal and ethical requirements 2.2 Conduct meetings to ensure they are focused, time efficient and achieve the required outcomes 2.3 Ensure meeting facilitation enables participation, discussion, problem-solving and resolution of issues 2.4 Brief minute-taker on method for recording meeting notes in accordance with organisational requirements and conventions for type of meeting
3 Follow up meetings	3.1 Check transcribed meeting notes to ensure they reflect a true and accurate record of the meeting and are formatted in accordance with organisational procedures and meeting conventions 3.2 Distribute and store minutes and other follow-up documentation within designated timelines, and according to organisational requirements 3.3 Report outcomes of meetings as required, within designated timelines

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 1.4, 3.1, 3.2	• Identifies and interprets information from complex texts including legislation, organisational policies and procedures • Compares final output with original notes to check for accuracy
Writing	1.1-1.5, 3.2, 3.3	• Addresses the context, purpose and audience when generating a range of texts • Prepares complex texts from notes using appropriate

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		structure, and accurate spelling, grammar and punctuation • Records notes of meeting proceedings according to organisational requirements • Edits and corrects own work to ensure accuracy
Oral Communication	2.1-2.4	• Participates in verbal exchanges using appropriate style, tone and vocabulary for audience, context and purpose • Listens for specific information during meetings • Asks questions and listens to responses to clarify understanding
Numeracy	1.4, 1.5, 3.2, 3.3	• Recognises and interprets numerical information related to timeframes and budgets
Navigate the world of work	1.3, 2.1, 2.4, 3.1, 3.2	• Recognises and responds to both explicit and implicit organisational procedures and protocols and legislative/regulatory requirements
Interact with others	1.3, 1.5, 2.3, 3.2	• Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role • Cooperates with others as part of familiar activities, playing an active role in facilitating group interaction
Get the work done	1.1, 1.3, 1.4, 1.5, 2.1, 2.2, 2.4, 3.1, 3.2, 3.3	• Applies formal processes when planning complex tasks, producing plans with logically sequenced steps, reflecting an awareness of time constraints • Recognises and takes responsibility for addressing predictable problems in familiar work contexts

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBADM502 Manage meetings	BSBADM502B Manage meetings	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBADM502 Manage meetings

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- apply conventions and procedures for formal and informal meetings including:
  - developing and distributing agendas and papers
  - identifying and inviting meeting participants
  - organising and confirming meeting arrangements
  - running the meeting and following up
- organise, take part in and chair a meeting
- record and store meeting documentation
- follow organisational policies and procedures.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline meeting terminology, structures, arrangements
- outline responsibilities of the chairperson and explain group dynamics in relation to managing meetings
- describe options for meetings including face-to-face, teleconferencing, web-conferencing and using webcams
- identify the relevant organisational procedures and policies regarding meetings, chairing and minutes including identifying organisational formats for minutes and agendas.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the general administration field of work and include access to:

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- reference material in regard to meeting venues and technology, catering and transport suppliers
- organisational policies and procedures for managing meetings
- office supplies and equipment
- computers and relevant software
- case studies and, where possible, real situations.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBADV507 Develop a media plan

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to develop a media plan within a given budget, by defining requirements, selecting media vehicles and determining a schedule.

It applies to individuals working in a supervisory or management advertising role within an advertising team or media organisation. It may also apply to someone working within a direct marketing role, who is responsible for planning media requirements for direct marketing campaigns or offers.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Business Development – Advertising

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Define media requirements	1.1 Identify target audience characteristics from advertising brief and prepare a detailed consumer profile which uses the same terms as those used to describe media audiences 1.2 Analyse product market factors to determine reach and frequency requirements of advertising media selected 1.3 Analyse creative requirements of advertising message and determine media implications

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ELEMENT	PERFORMANCE CRITERIA
	1.4 Identify media merchandising requirements from the advertising brief 1.5 Confirm media budget and identify legal and voluntary constraints
2 Select media vehicles	2.1 Weigh up relative merits of identified media vehicle alternatives, taking past media performance into account 2.2 Evaluate and test new or alternative media vehicles with other advertisers and against proven vehicles 2.3 Select media vehicles that target the required audience, meet media requirements and fulfil merchandising requirements within budget 2.4 Select media vehicles that meet creative, reach and frequency requirements of the advertising message to be achieved within budget 2.5 Ensure selected media vehicles meet legal and ethical requirements
3 Determine media schedule	3.1 Ensure duration and timing of media schedule meet requirements of the advertising brief 3.2 Determine distribution of messages over duration of schedule to meet requirements of the advertising brief 3.3 Create a media schedule to satisfy advertiser 3.4 Develop alternative media schedules for advertiser within budget 3.5 Determine testing schedule for the media plan and continually modify media plan in accordance with results obtained
4 Produce media plan	4.1 Create media plan which defines media requirements of the advertising brief and provides evidence supporting each requirement 4.2 Specify recommended media and vehicle/s, and rationale for their selection in the media plan 4.3 Ensure media plan contains a budget allocation per medium per advertising period 4.4 Identify anticipated impact of advertising and measures to assess its effectiveness in the media plan

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Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.4, 2.5, 3.1, 3.2	• Identifies, analyses and evaluates complex texts to determine requirements of advertising brief, and legislative, regulatory and business requirements
Writing	1.1, 3.1, 3.3-3.5, 4.1, 4.2	• Writes in a range of styles to suit job requirements and different audiences
Oral Communication	3.3	• Uses appropriate techniques, including active listening and questioning, to convey and clarify information
Numeracy	1.1, 1.5, 2.3, 4.3, 4.4	• Analyses and processes complex data to determine schedules and budget
Navigate the world of work	1.5, 2.5	• Takes full responsibility for following implicit and explicit voluntary constraints related to budget, legal and ethical requirements in selection of media vehicles
Get the work done	1.1-1.4, 2.1-2.4, 3.1-3.5, 4.1, 4.4	• Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes • Analyses relevant information to inform decisions about media requirements to conform to the brief • Utilises continuous improvement and testing strategies to ensure effectiveness of final media plan • Uses familiar digital technologies and systems to enter data, organise and present information

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBADV507 Develop a media plan	BSBADV507B Develop a media plan	Updated to meet Standards for Training Packages	Equivalent unit

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBADV507 Develop a media plan

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- produce a media plan for an advertisement which:
  - defines media requirements of an advertising brief
  - specifies rationales for media vehicles chosen
  - ensures media schedule meets requirements of the brief
  - contains budgetary allocation for each advertising medium
- develop measures to assess effectiveness of media vehicles selected.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline and explain data analysis and matching techniques
- list organisational products and services offered
- identify organisational budget and resource constraints
- identify principles and characteristics of advertising media, types of media and advertising strategies
- identify and explain key provisions of relevant legislation, codes of practice and national standards affecting business operations
- identify and explain ethical principles relating to advertising industry
- define terms for describing media audiences.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the business development – advertising field of work and include access to:

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- relevant legislation and codes of practice
- organisational policies and procedures
- industry software
- office equipment
- business technology.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBAUD402 Participate in a quality audit

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to prepare for and participate in a quality audit as a member of a quality audit team. The types of audits may include external or internal systems audits or process or product/service audits.

The process includes reviewing designated documentation; identifying and developing checklists and audit related documentation; preparing audit schedules; gathering, analysing and evaluating information; and reporting findings to the lead auditor.

It applies to individuals with a broad knowledge of the quality auditing environment who analyse and evaluate information from a variety of sources to provide solutions to auditing issues, including unpredictable quality auditing problems.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Regulation, Licensing and Risk – Quality Auditing

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Review auditee documentation	1.1 Where applicable, review auditee's previous quality audits to establish possible impact on the conduct of the current audit 1.2 Request relevant organisational documents from auditee, and

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ELEMENT	PERFORMANCE CRITERIA
	review and check the adequacy of these documents 1.3 Amend reviewed documents, and determine and source any further documentation required 1.4 Resolve issues which arise with auditee and relevant parties
2 Participate in developing audit schedules	2.1 Access or prepare appropriate checklists/tools and audit related documentation 2.2 Confirm schedules and required resources with auditee before beginning auditing activities 2.3 Anticipate possible issues and outline strategies to address these issues, should they arise 2.4 Ensure preparation activities and documentation correspond to the audit plan 2.5 In consultation with auditing team, determine appropriate methods and techniques 2.6 Assist lead auditor in creating entry and exit meeting agendas
3 Gather and analyse information	3.1 Access a range of potential sources of information 3.2 Collect and make an initial assessment of sample documentation 3.3 Interview appropriate persons in relation to relevant documentation 3.4 Identify and report patterns, trends, interrelationships and areas of risk 3.5 Identify aspects of the audit that require the use of specialists and request appropriate assistance
4 Evaluate information	4.1 Evaluate information against prescribed benchmarks 4.2 Form a defensible opinion as to the meeting of these benchmarks by the auditee 4.3 Ensure opinions are formed from and supported by available information
5 Report findings	5.1 Formulate findings and prepare a corrective action report if discrepancies or non-compliances are detected 5.2 Examine results/findings against audit objectives and present to lead auditor 5.3 Report recommendations for improvements as applicable
6 Participate in exit	6.1 Prepare for exit meeting

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ELEMENT	PERFORMANCE CRITERIA
meeting	6.2 Ensure reporting arrangements are agreed upon and documented during the meeting 6.3 Ensure context and consequences of audit are explained, and follow-up is discussed

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.3, 2.1, 2.2, 2.4, 2.6, 3.1-3.5, 4.1, 4.3, 5.1, 5.2	• Identifies and interprets information from organisational documentation and workplace procedures
Writing	1.2, 1.3, 2.1, 2.2, 2.4, 2.6, 3.2-3.5, 4.1, 4.3, 5.1-5.3, 6.2	• Records or amends information and conveys details in accordance with audit objectives
Oral Communication	1.2, 1.4, 2.2, 2.5, 2.6, 3.3, 3.5, 5.2, 5.3, 6.2, 6.3	• Participates in spoken exchanges using structure and language to suit the audience • Listens for required information and asks clarifying questions
Numeracy	2.5, 3.1, 3.2, 3.4, 4.1-4.3, 5.1, 5.2	• Uses a wide range of mathematical calculations to analyse and arrange numeric information
Navigate the world of work	1.1, 1.2	• Adheres to organisational policies and procedures and considers own role in terms of its contribution to broader goals of the work environment
Interact with others	1.2, 1.4, 2.2, 2.5, 2.6, 3.3, 3.4, 3.5, 5.2, 5.3, 6.2, 6.3	• Collaborates and cooperates with others to achieve joint outcomes • Selects and uses appropriate conventions and protocols when communicating with team members and other people in a range of work contexts
Get the work done	1.1-1.4, 2.1, 2.3, 2.4, 3.1, 3.4, 4.1-4.3, 6.1	• Organises, plans and prioritises workload with some sense of what can be achieved in a timeframe • Systematically gathers, analyses and evaluates all relevant information to make decisions • Recognises and addresses some problems within own scope, recognising when to seek the expertise of others

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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBAUD402 Participate in a quality audit	BSBAUD402B Participate in a quality audit	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBAUD402 Participate in a quality audit

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- review and amend all relevant documentation
- develop an audit schedule using relevant tools and strategies
- use various methods to gather data and information to complete an audit, seeking specialist advice where appropriate
- use predetermined benchmarks to evaluate findings and formulate well-founded opinions
- develop a comprehensive report for the exit meeting, which analyses both context and consequences of the completed audit
- use terminology relating to quality auditing in written or oral communications.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe relevant auditing codes of practice or ethics
- outline auditing methods and techniques
- summarise current audit practices
- identify current industry products and/or services to assist in the auditing process.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the regulation, licensing and risk – quality auditing field of work and include access to:

- workplace documentation including previous quality audit reports, checklists, risk management plans and audit plans.

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Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBAUD501 Initiate a quality audit

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to initiate and organise a quality audit with an auditee. It covers assessing the scope and objectives of a quality audit; communicating with the auditee regarding the proposed quality audit; identifying resources required to conduct the audit; and developing and submitting a quality audit plan. The types of audits may include external or internal systems audits or process or product/service audits.

It applies to individuals with a well-established theoretical knowledge base in quality auditing who are proficient in using a wide range of specialised, quality auditing and managerial techniques to plan, carry out and evaluate a quality audit. Individuals also supervise and monitor the processes and outcomes of others working in a quality audit team.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Regulation, Licensing and Risk – Quality Auditing

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Assess quality audit scope and objectives	1.1 Determine and discuss audit objectives with the auditee, client and all other relevant parties 1.2 Determine and discuss scope of the quality audit with the auditee, client and all other relevant parties

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ELEMENT	PERFORMANCE CRITERIA
	1.3 Identify relevant standards that impact the environment in which the audit operates 1.4 Determine scope commensurate with identified risks
2 Communicate with auditee regarding proposed quality audit	2.1 Determine audit history, organisational structure and culture through consultation with the auditee 2.2 Negotiate and ensure agreement with auditee, the proposed audit methods and techniques to be applied 2.3 Outline audit processes to establish sequence of audit activities, and the roles of the auditors and auditees in the process
3 Identify resources required to conduct quality audit	3.1 Identify resources required to perform the quality audit efficiently and effectively 3.2 Select audit team members on the basis of relevant expertise 3.3 Confirm availability of resources required to conduct the audit with auditee 3.4 Assign roles and responsibilities to audit team members
4 Develop and submit quality audit plan	4.1 Develop quality audit plan according to established scope and objectives 4.2 Assign timing, schedules and responsibilities for implementation of the audit plan 4.3 Develop audit priorities and ensure agreement with auditees and audit team members 4.4 Document and submit audit plan to auditee
5 Prepare audit team	5.1 Inform audit team members of their responsibilities, audit objectives and scope 5.2 Communicate audit plan and schedules to all audit team members 5.3 Discuss and clarify audit methods and techniques with audit team members
6 Review auditee documentation	6.1 Review auditee’s previous audits to establish possible impact on the conduct of the current audit 6.2 Review and check relevant organisational documents for accuracy 6.3 Resolve arising problems with auditee and relevant parties
7 Identify and prepare checklists and audit	7.1 Develop checklists to reflect audit scope and objectives

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ELEMENT	PERFORMANCE CRITERIA
related documentation	7.2 Develop or obtain documentation required for the audit 7.3 Prepare agenda for entry meeting 7.4 Include value-adding activities in audit related documentation where required

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.3, 4.1, 6.1, 6.2, 7.1	• Interprets and analyses information from organisational documentation
Writing	4.1-4.4, 6.2, 7.1-7.4	• Develops a range of documents using structure, tone and vocabulary appropriate to audience, context and purpose • Records or amends information and conveys details in accordance with audit objectives
Oral Communication	1.1, 1.2, 2.1-2.3, 4.3, 5.1-5.3, 6.3	• Participates in spoken exchanges using structure and language to suit the audience • Uses questioning and listening techniques to clarify requirements
Numeracy	4.2	• Uses mathematical calculations for project scheduling
Navigate the world of work	1.3	• Monitors adherence to organisational policies and relevant standards and considers own role in terms of its contribution to broader goals of the work environment
Interact with others	1.1, 1.2, 2.1, 2.2, 3.4, 4.4, 5.1, 5.2	• Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role • Recognises the importance of building rapport and building effective working relationships • Collaborates with others to negotiate acceptable outcomes, playing an active role in facilitating effective group interaction
Get the work done	1.1, 1.2, 1.4, 2.1, 2.3, 3.1, 3.2, 4.1,	• Organises, plans and sequences own workload and schedules work activities of others • Uses analytical processes to decide on a course of

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	4.2, 4.3, 6.1, 6.3	action, establishing criteria for deciding between options and seeking advice from others before taking action when necessary • Addresses some unfamiliar problems of increasing complexity within own scope, recognising when to seek the expertise of others

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBAUD501 Initiate a quality audit	BSBAUD501B Initiate a quality audit	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBAUD501 Initiate a quality audit

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- produce documented audit plans for auditees across a variety of contexts including:
  - the scope and objectives of the audit
  - proposed audit methods and techniques to be used
  - required resources and schedules
  - allocation of individual audit team member responsibilities for conducting the proposed audit.
- use terminology relating to quality auditing in written or oral communications.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify the relevant auditing codes of practice or ethics
- describe auditing methods and techniques
- outline the requirements of auditing regulations and standards
- identify current audit practices
- outline quality auditing principles, techniques and systems
- describe the requirements of house or other style manual protocols for written communications
- identify software applications relevant to quality auditing activities.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the regulation, licensing and risk – quality auditing field of work and include access to:

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- workplace documentation including previous quality audit reports, checklists, risk management plans and audit plans.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBAUD503 Lead a quality audit

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to lead an audit team as it runs a quality audit. It covers conducting entry and exit meetings; identifying and gathering relevant information; managing audit team resources; and providing feedback to audit team members on their performance. The types of quality audit that may be covered by this unit include an external or internal systems audit or process or product/service audit.

It applies to individuals with a well-established theoretical knowledge base of quality auditing, who are proficient in using a wide range of specialised quality auditing and managerial techniques to carry out their own work and to supervise the quality audit team. It is relevant to audits where a lead auditor is responsible for a quality audit team.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Regulation, Licensing and Risk – Quality Auditing

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Conduct entry meeting	1.1 Organise entry meeting in advance at a mutually agreed time 1.2 Prepare agenda for audit 1.3 Confirm objectives and scope of audit at entry meeting 1.4 Confirm schedules and logistical arrangements at entry

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ELEMENT	PERFORMANCE CRITERIA
	meeting 1.5 Make changes to plan, schedules and arrangements where required
2 Identify and gather information	2.1 Identify a range of potential sources of information 2.2 Interview appropriate persons 2.3 Gather relevant information and sample documentation
3 Manage audit team resources	3.1 Supervise activities of audit team members 3.2 Assess and review audit team findings in line with audit scope 3.3 Re-assign team members as required 3.4 Instigate contingency actions as required 3.5 Seek and reach agreement on corrective action reports
4 Conduct exit meeting	4.1 Make preparations for exit meeting 4.2 Examine results and findings against audit objectives and present to auditee 4.3 Ensure reporting arrangements are agreed on 4.4 Explain context and consequences of audit and discuss during follow-up
5 Guide team members in continuously improving their performance	5.1 Provide feedback on performance to audit team members 5.2 Encourage and support audit team members to critique their own work 5.3 Provide and document advice for individual improvement

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	3.2, 4.2	• Interprets and analyses information from audit scoping materials
Writing	1.2, 1.5, 5.3	• Develops a range of documents using relevant structure, tone and vocabulary appropriate to audience,

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		context and purpose • Records or amends information and conveys details in accordance with audit objectives
Oral Communication	1.3, 1.4, 2.2, 3.5, 4.2-4.4, 5.1, 5.2, 5.3	• Participates in spoken exchanges using clear language, tone and pace • Uses questioning and listening techniques to clarify requirements
Numeracy	4.2	• Uses mathematical calculations to analyse and arrange numeric information
Interact with others	1.3, 1.4, 2.2, 3.1, 3.3, 4.2-4.4, 5.1, 5.2, 5.3	• Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role • Recognises the importance of rapport in establishing and building effective working relationships • Collaborates with others to negotiate acceptable outcomes, playing an active role in directing and facilitating effective group interaction
Get the work done	1.1, 1.2, 1.4, 2.1, 2.3, 3.2, 3.3, 3.4, 4.1	• Organises, plans and sequences own workload and schedules work activities of others • Uses a combination of formal, logical planning processes and an increasingly intuitive understanding of context to identify relevant information and evaluate appropriate strategies to achieve objectives • Responds to problems requiring immediate attention, drawing on past experiences to devise solutions • Makes a range of critical and non-critical decisions in relatively complex situations, taking a range of factors into account

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBAUD503 Lead a quality audit	BSBAUD503B Lead a quality audit	Updated to meet Standards for Training Packages	Equivalent unit

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Links

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Assessment Requirements for BSBAUD503 Lead a quality audit

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- identify all objectives, schedules and relevant information prior to commencement of audit
- demonstrate leadership and management of a quality auditing team
- manage the information gathering process by team members, and analysis, synthesis and reporting of the findings
- encourage team members to continuously improve their performance through feedback and self-critique
- use terminology relating to quality auditing in written or oral communications.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe quality auditing principles, methods and techniques
- outline the requirements of auditing regulations and standards
- identify current audit practices
- identify software applications relevant to conducting quality auditing activities.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the regulation, licensing and risk – quality auditing field of work and include access to:

- workplace documentation including previous quality audit reports
- checklists
- risk management and audit plans.

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Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBAUD504 Report on a quality audit

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to report on the outcomes of a quality audit and to take appropriate follow up action. It covers compiling audit results; preparing a report for the auditee/client; negotiating follow up action with the auditee/client; and monitoring and reviewing the auditing system and activities. The types of quality audit that may be covered by this unit include an external or internal systems audit or process or product/service audit.

It applies to individuals with a well-established theoretical knowledge base in quality auditing who are proficient in using a wide range of specialised quality auditing and managerial techniques to carry out their own work and to supervise the quality audit team. It addresses the function performed by either an auditor having sole responsibility for the audit or a lead auditor of a quality audit team.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Regulation, Licensing and Risk – Quality Auditing

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Compile audit results	1.1 Compare results of the audit evaluation against audit objectives and criteria plan

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ELEMENT	PERFORMANCE CRITERIA
	1.2 Analyse audit results
2 Prepare report	2.1 Provide objective evidence relating to the need for reduction, elimination and prevention of non-conformance as the basis for the audit report 2.2 Produce audit report according to specified audit requirements 2.3 Present audit report to auditee and other stakeholders
3 Negotiate follow up process with auditee	3.1 Determine and initiate any corrective action required to deal with non-conformance, in consultation with auditee 3.2 Provide suggestions for improvements where applicable 3.3 Ensure timelines are agreed on for completion of corrective action activities 3.4 Ensure corrective action follow-up procedures are agreed with auditee
4 Monitor and review audit system and activities	4.1 Evaluate effectiveness and suitability in achieving audit objectives 4.2 Investigate possible improvements in audit methods, economy and efficiency

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 4.1	• Interprets and analyses information from a complex range of organisational documentation
Writing	2.1, 2.2, 4.1	• Develops a variety of complex documents using relevant structure, tone and vocabulary appropriate to audience, context and purpose
Oral Communication	2.3, 3.1-3.4	• Participates in spoken exchanges using clear language, tone and pace • Uses questioning and listening techniques to clarify understanding
Numeracy	1.1, 1.2, 3.3, 4.2	• Collects, represents, summarises and interprets a range of statistical data

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		• Performs calculations required to measure output against timeframes
Navigate the world of work	2.2	• Monitors adherence to organisational policies and procedures • Considers own role in terms of its contribution to broader goals of the work environment
Interact with others	2.3, 3.1-3.4	• Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role • Collaborates with others to negotiate joint outcomes, playing an active role in facilitating team understanding
Get the work done	1.1, 1.2, 3.1, 4.1, 4.2	• Organises, plans and sequences own workload according to timelines and organisational requirements • Makes a range of critical and non-critical decisions in relatively complex situations, taking a range of factors into account • Analyses outcomes of decisions to identify opportunities for improvement • Recognises a range of familiar problems, their symptoms and causes, actively looking for suitable corrective actions

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBAUD504 Report on a quality audit	BSBAUD504B Report on a quality audit	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBAUD504 Report on a quality audit

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- interpret audit results and produce a detailed audit report containing detailed analysis according to specified requirements
- negotiate follow-up actions with auditees/clients
- determine future improvements in auditing methods
- use terminology relating to quality auditing in written or oral communications.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe quality auditing principles, methods and techniques
- outline the requirements of auditing regulations and standards
- identify current audit practices
- identify software applications relevant to conducting quality auditing activities.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the regulation, licensing and risk – quality auditing field of work and include access to:

- workplace documentation including quality audit reports, checklists, risk management plans and audit plans.

Assessors must satisfy NVR/AQTF assessor requirements.

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBCMM401 Make a presentation

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0

Application

This unit covers the skills and knowledge required to prepare, deliver and review a presentation to a target audience.

This unit applies to individuals who may be expected to make presentations for a range of purposes, such as marketing, training and promotions. They contribute well developed communication skills in presenting a range of concepts and ideas.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Communication – Interpersonal Communication

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Prepare a presentation	1.1 Plan and document presentation approach and intended outcomes 1.2 Choose presentation strategies, format and delivery methods that match the characteristics of the target audience, location, resources and personnel needed 1.3 Select presentation aids, materials and techniques that suit the format and purpose of the presentation, and will enhance audience understanding of key concepts and central ideas

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ELEMENT	PERFORMANCE CRITERIA
	1.4 Brief others involved in the presentation on their roles/responsibilities within the presentation 1.5 Select techniques to evaluate presentation effectiveness
2 Deliver a presentation	2.1 Explain and discuss desired outcomes of the presentation with the target audience 2.2 Use presentation aids, materials and examples to support target audience understanding of key concepts and central ideas 2.3 Monitor non-verbal and verbal communication of participants to promote attainment of presentation outcomes 2.4 Use persuasive communication techniques to secure audience interest 2.5 Provide opportunities for participants to seek clarification on central ideas and concepts, and adjust the presentation to meet participant needs and preferences 2.6 Summarise key concepts and ideas at strategic points to facilitate participant understanding
3 Review the presentation	3.1 Implement techniques to review the effectiveness of the presentation 3.2 Seek and discuss reactions to the presentation from participants or from key personnel involved in the presentation 3.3 Utilise feedback from the audience or from key personnel involved in the presentation to make changes to central ideas presented

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 1.3, 2.2	• Reviews and analyses documents to identify information relevant to a specific presentation
Writing	1.1, 3.3	• Develops material to convey ideas and information to target audience in an engaging way
Oral	1.4, 2.1, 2.2, 2.3,	• Presents information using words and non-verbal features appropriate to the audience and context

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Communication	2.4, 2.5, 2.6, 3.2	• Uses listening and questioning techniques to gather information required to develop or modify presentations • Interprets audience reactions and changes words or non-verbal features accordingly
Interact with others	1.4, 2.1, 2.2, 2.4, 2.5, 2.6, 3.2	• Selects and uses appropriate conventions and protocols to encourage interaction or to present information • Demonstrates sophisticated control over oral, visual and written formats, drawing on a range of communication practices to achieve goals • Recognises the need to alter personal communication style in response to the needs or expectations of others
Get the work done	1.1-1.5, 2.2, 2.5, 3.1-3.3	• Takes responsibility for planning, sequencing and prioritising tasks and own workload to achieve outcomes • Uses feedback from others, analytical and lateral thinking to review current practices and develop new ideas • Uses the main features and functions of digital tools to complete work tasks

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBCMM401 Make a presentation	BSBCMM401A Make a presentation	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBCMM401 Make a presentation

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- prepare and deliver presentations related to occupation or area of interest which demonstrate the use of:
  - effective presentation strategies and communication principles
  - aids and materials to support the presentation
- select and implement methods to review the effectiveness of own presentation and document any changes which would improve future presentations.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify information collection methods that will support review and feedback of presentations
- identify regulatory and organisational obligations and requirements relevant to presentations
- describe the principles of effective communication
- describe the range of presentation aids and materials available to support presentations.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced by individuals using interpersonal communication skills in the workplace and include access to:

- equipment, materials and business software packages for making a presentation
- business technology
- interaction with others.

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Assessors must satisfy NVR/AQTF assessor requirements.

Links

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BSBCOM406 Conduct work within a compliance framework

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to identify statutory, legislative and regulatory requirements and relate them to individual work practices to ensure ongoing adherence to the compliance framework.

It applies to individuals who to carry out work in accordance with the compliance framework applying to a particular job role, occupation or profession.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Regulation, licensing and risk – Compliance

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify individual compliance requirements	1.1 Identify and document statutory, legislative and regulatory requirements relevant to job role, occupation or profession 1.2 Identify and document relevant organisational and industry requirements
2. Interpret individual compliance requirements	2.1 Map compliance requirements against individual position description and work practices 2.2 Discuss ethical considerations with relevant parties where

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ELEMENT	PERFORMANCE CRITERIA
	appropriate
3. Ensure individual compliance	3.1 Consult with appropriate persons to identify procedures to be applied, contingent on the situation 3.2 Reflect on personal actions in the context of compliance requirements 3.3 Record action taken if required
4. Identify and adapt to changes in compliance requirements	4.1 Access and analyse documentation relating to changes in compliance issues 4.2 Discuss documentation with appropriate persons to ensure ongoing compliance

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Learning	3.2	• Reflects on own actions to improve future performance
Reading	1.1, 1.2, 4.1	• Identifies and analyses complex texts to determine key information, specific requirements and responsibilities
Writing	1.1, 1.2, 2.1, 3.3	• Collates and compiles information gathered from multiple sources in required format for using correct technical and enterprise specific language •
Oral Communication	2.2, 3.1, 4.2	• Discusses compliance or ethical issues using structure and language to suit the audience • Uses listening and questioning techniques to confirm understanding of compliance requirements
Navigate the world of work	2.2, 3.1, 4.1	• Takes personal responsibility for following explicit and implicit policies, procedures and legislative requirements
Interact with others	2.2, 3.1, 4.2	• Selects and uses appropriate communication conventions and practices when discussing, seeking or sharing information
Get the work	1.1, 1.2, 2.1, 3.3,	• Takes responsibility for planning and implementing tasks required to achieve efficient and effective

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done	4.1, 4.2	outcomes

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBCOM406 Conduct work within a compliance framework	BSBCOM406A Conduct work within a compliance framework	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBCOM406 Conduct work within a compliance framework

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- conduct work according to relevant statutory, legislative and regulatory requirements relating to work practices
- analyse and keep up to date with compliance requirements
- map compliance requirements to work practices and position description
- seek advice and discuss ethical considerations
- reflect on personal actions.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify statutory, legislative and regulatory requirements relevant to job role, occupation or profession
- outline codes of practice relevant to job role, occupation or profession
- explain organisational policies and procedures relevant to workplace
- explain individual work requirements and practices as contained in position description and occupational standards
- outline statutory requirements and codes of conduct in context of individual job role.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the Regulation, licensing and risk – compliance field of work and include access to:

- legislation, regulations and codes of conduct relevant to job role, occupation or profession

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- information about relevant professional associations
- position descriptions
- organisation policies and procedures relevant to job role, occupation or profession
- case studies and, where possible, real situations.

Assessors must satisfy NVRAQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBCUE302 Deploy customer service field staff

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to deploy field staff to fulfil service commitments to customers and meet organisational requirements.

It applies to individuals who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge, and who may provide technical advice and support to a team.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Stakeholder Relations – Customer Engagement

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Create a despatch job for automatic despatch	1.1 Identify the need to create a job despatch order 1.2 Determine impact of this on resources, and its urgency, in consultation with appropriate areas, business protocols, regulatory and legislative requirements 1.3 Enter necessary details into appropriate work management system to create and automatically despatch job 1.4 Confirm automatic despatch, where necessary

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ELEMENT	PERFORMANCE CRITERIA
2 Manually despatch and clear jobs	2.1 Identify need to manually despatch a job 2.2 Communicate job details clearly to field staff 2.3 Enter job details into appropriate work management system
3 Redeploy field staff	3.1 Identify need to redeploy resources according to agreed priority 3.2 Liaise with relevant stakeholders and team members 3.3 Deliver job to field staff in a timely manner 3.4 Maintain accurate records relating to resources and their deployment
4 Create and send communication to field staff	4.1 Identify need for communication to relevant customers 4.2 Create clear and concise communication according to business protocols 4.3 Check information for clarity and accuracy 4.4 Obtain appropriate approvals before sending communication 4.5 Coordinate and monitor responses to communications

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	4.3, 4.5	• Recognises and interprets information from relevant sources to determine customer and organisational requirements
Writing	1.3, 2.2, 2.3, 3.4, 4.2, 4.3	• Documents instructions and other information in required formats employing clear, concise language and appropriate terminology, and checks details for accuracy
Oral Communication	1.2, 1.4, 2.2, 3.2	• Articulates clearly using specific and relevant language suitable to audience to convey requirements and uses listening and questioning techniques to confirm understanding
Numeracy	1.1, 1.3, 2.3, 3.4, 4.3	• Interprets numerical information and applies basic

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		mathematical calculations relating to scheduling
Navigate the world of work	1.2, 4.2, 4.3	• Takes personal responsibility for adherence to legal and regulatory requirements and workplace reporting systems • Recognises and follows explicit and implicit business protocols within work role
Interact with others	3.2, 3.3, 4.2-4.5	• Understands what to communicate, with whom and how, and selects appropriate form, channel and mode of communication in exchanges with field staff • Maintains communication with field staff about specific activities requiring joint responsibility and accountability
Get the work done	1.1-1.4, 2.1, 2.3, 3.1, 3.3, 4.1, 4.4, 4.5	• Takes responsibility for planning and organising own workload, identifying ways of sequencing and combining elements for greater efficiency, and considering how to link with the work of field staff • Uses ICT-based systems and programs to assist with planning, implementing and tracking service progress • Selects from a range of pre-determined options in routine situations, identifying and taking some situational factors into account when identifying requirements • Understands purposes, specific functions and key features of common digital systems and tools and operates them effectively to complete routine tasks

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBCUE302 Deploy customer service field staff	BSBCCO302B Deploy customer service field staff	Updated to meet Standards for Training Packages Code changed to reflect industry practice	Equivalent unit

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Assessment Requirements for BSBCUE302 Deploy customer service field staff

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- communicate with customers, field staff and management, in compliance with organisational protocols and service delivery priorities
- produce automatic and manual dispatch jobs using systems to enter, maintain and control job details
- identify need to redeploy field staff, coordinate required communications, and monitor responses.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify legislative and regulatory requirements relevant to deployment of customer service field staff
- describe operational environment, including customer base, company products and services
- outline organisational policy, procedures, culture, values, mission, business goals and standards relevant to deploying customer service field staff
- describe work deployment systems.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the stakeholder relations – customer engagement field of work and include access to:

- workplace information and data

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- a real or simulated workplace to discuss customer experience
- performance management and quality assurance documentation
- relevant legislation and regulatory codes.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBCUE304 Provide sales solutions to customers

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to process sales enquiries requiring complex solutions, and to follow up to ensure customer satisfaction.

It applies to individuals who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge, and who may provide technical advice and support to a team.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Stakeholder Relations – Customer Engagement

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Identify customer needs	1.1 Question customers in detail and listen actively to determine product and service requirements 1.2 Verify and agree customer needs with customer 1.3 Access existing customer records and offer technical and specialist advice to customer, where such advice is considered beneficial to closing of the sale and customer understanding and decision-making

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ELEMENT	PERFORMANCE CRITERIA
	1.4 Identify customer's financial limitations 1.5 Discuss estimates and quotes with team and specialist staff if necessary, prior to submission to customer
2 Respond to customer needs	2.1 Prepare, present and discuss estimates and quotes with customer, as role permits 2.2 Fully explain benefits of various options and pricing structures to customer 2.3 Give customer opportunity to question options and quotes provided 2.4 Promote advantages of dealing with the organisation 2.5 Manage customer objections effectively by promoting specific benefits
3 Close sales	3.1 Agree on product or service to be purchased with customer 3.2 Establish customer's preferred purchase and payment arrangements 3.3 Finalise documentation relating to sale and forward to customer for agreement and signature 3.4 Negotiate and arrange payment method with customer 3.5 Conduct appropriate credit checks 3.6 Clearly record delivery/installation arrangements as agreed with customer 3.7 Comply with relevant legislation, codes, regulations and standards during engagement and sale
4 Input sales records	4.1 Fully record details of sale 4.2 Amend existing customer records where appropriate 4.3 Initiate invoices according to organisational policy 4.4 Organise delivery/installation according to organisational policy
5 Provide sales support where required	5.1 Verify customer satisfaction after delivery/installation 5.2 Identify additional action to satisfy customer needs 5.3 Initiate action in an efficient and timely manner

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Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.3	• Recognises and interprets textual information from relevant sources to determine customer requirements
Writing	3.3, 3.6, 4.1-4.3	• Prepares specific information, in formats required by organisation, to conduct and close sales
Oral Communication	1.1-1.3, 2.1-2.3, 3.1, 3.2, 3.4, 3.6, 5.1	• Articulates clearly using specific and relevant language suitable to audience to convey requirements, and listening and questioning to confirm understanding • Elicits views and opinions of others by listening and questioning
Numeracy	1.4, 2.1, 2.2, 3.4, 3.5	• Interprets numerical information and applies basic mathematical calculations relating to estimates and quotes • Extracts, evaluates and compares numerical information
Navigate the world of work	3.7, 4.4	• Takes personal responsibility for adherence to legal/regulatory requirements and organisational policy in planning and undertaking work
Interact with others	1.1-1.5, 2.1-2.5, 3.1, 3.2, 3.4, 5.1, 5.2	• Selects and uses appropriate conventions and protocols when communicating with customers and relevant authorities • Recognises importance of establishing rapport to engage customers and provide effective service solutions in complex situations
Get the work done	1.3, 2.1, 3.3, 3.5, 3.6, 4.1-4.4, 5.1-5.3	• Plans and implements customer sales tasks, accepting stated goals and aiming to achieve them efficiently • Uses systematic, analytical processes to gather relevant credit information • Recognises and takes responsibility for anticipating and addressing predictable problems to achieve customer satisfaction promptly • Uses familiar digital systems and tools to access, organise, analyse, record and display information relevant to customer sales activities

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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBCUE304 Provide sales solutions to customers	BSBCCO304C Provide sales solutions to customers	Updated to meet Standards for Training Packages Code changed to reflect industry practice	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBCUE304 Provide sales solutions to customers

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- recommend product or service to match customer need with a clear explanation of price and payment options
- apply appropriate credit checks
- organise customer payment and delivery details
- record sales, payments and delivery arrangements
- provide after sales service.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain estimate and quote procedures
- outline marketing and sales principles and practices
- identify organisational pricing policies
- identify organisational protocols associated with customer service and sales
- identify statutory, regulatory and legislative requirements related to providing sales solutions to customers.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the stakeholder relations – customer engagement field of work and include access to:

- relevant standards, guidelines and legislation, workplace information and data
- relevant office resources and equipment

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- a work environment or simulated customer contact centre to observe interaction with customers.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBCUE309 Develop product and service knowledge for customer engagement operation

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to develop knowledge of products and services in preparation for customer engagement in an inbound or outbound customer engagement activity.

It applies to individuals who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge, and who may provide technical advice and support to a team. This work is undertaken with some supervision and guidance.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Stakeholder Relations – Customer Engagement

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Acquire knowledge of products and services in a specified area	1.1 Identify information sources on products and services in a specified area and evaluate them for reliability and validity 1.2 Identify purpose and use of products and services 1.3 Identify and evaluate key features of products and services 1.4 Identify and evaluate strengths and weaknesses of products and

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ELEMENT	PERFORMANCE CRITERIA
	services 1.5 List relevant product and service support details
2 Evaluate full range of products and services in a designated area of business	2.1 Use a range of information sources to identify range of products and services in a designated area of business 2.2 Compare features, benefits, strengths and weaknesses of range of products and services available 2.3 Establish relative standing of organisation's products and services with alternatives, to communicate differences to buyer or user
3 Convert product and service knowledge into benefits	3.1 Identify features of products and services with potential buyer or user appeal 3.2 Present relevant features of products and services as benefits to stakeholder 3.3 Present benefits of products and services within context of organisational requirements and legislation

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.4, 3.1	• Sources and evaluates a range of texts to compare and contrast product and service information and identify key details for consumer consideration
Writing	1.1, 1.5, 2.2, 2.3, 3.2, 3.3	• Prepares detailed and factual product and service information to inform job role • Adjusts information to assist sales strategy and consumer decision-making
Oral Communication	3.2, 3.3	• Selects and uses clear and persuasive language when conveying information to a specific audience
Numeracy	1.1, 1.4, 3.1	• Recognises and extracts numeric data to determine key information according to internal and stakeholder requirements
Navigate the	1.1-1.4, 3.3	• Develops product and service knowledge related to role

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world of work		• Recognises and follows explicit and implicit protocols and legal requirements in relation to marketing products and services
Get the work done	1.1-1.4, 2.1-2.3 3.1-3.3	• Uses systematic, analytical processes, setting goals, gathering relevant information, and identifying and evaluating options against agreed criteria when acquiring and evaluating product and service knowledge and converting it to benefits

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBCUE309 Develop product and service knowledge for customer engagement operation	BSBCCO309A Develop product and service knowledge for customer contact operation	Updated to meet Standards for Training Packages Name changed to reflect industry practice	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBCUE309 Develop product and service knowledge for customer engagement operation

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- use a range of sources to identify key features and benefits of products and services within area of business
- prepare information for customer engagement in compliance with legal and organisational requirements.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe features, benefits, strengths and weaknesses of a range products or services available in the organisation
- outline organisational policies and procedures relevant to customer engagement activities
- identify processes used to describe products or services
- describe ethical principles and key provisions of relevant legislation, codes of practice and national standards affecting customer engagement operations.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the stakeholder relations – customer engagement field of work and include access to:

- relevant legislation, codes of practice and national standards
- information sources about an organisation's products, services or ideas
- office equipment and resources.

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Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBCUS401 Coordinate implementation of customer service strategies

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 2.0 Version created to clarify assessment conditions
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to advise, carry out and evaluate customer service strategies.

It applies to individuals who have well developed skills and a broad knowledge of customer service strategies for addressing customer needs and problems, and who may provide guidance or delegate work related tasks to others.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Stakeholder Relations – Customer Service

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Advise on customer service needs	1.1 Clarify and accurately assess customer needs using appropriate communication techniques

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ELEMENT	PERFORMANCE CRITERIA
	1.2 Diagnose problems matching service delivery to customers and develop options for improved service within organisational requirements 1.3 Provide relevant and constructive advice to promote the improvement of customer service delivery 1.4 Use business technology and/or online services to structure and present information on customer service needs
2 Support implementation of customer service strategies	2.1 Ensure customer service strategies and opportunities are promoted to designated individuals and groups 2.2 Identify and allocate available budget resources to fulfil customer service objectives 2.3 Promptly action procedures to resolve customer difficulties and complaints within organisational requirements 2.4 Ensure that decisions to implement strategies are taken in consultation with designated individuals and groups
3 Evaluate and report on customer service	3.1 Review client satisfaction with service delivery using verifiable data in accordance with organisational requirements 3.2 Identify and report changes necessary to maintain service standards to designated individuals and groups 3.3 Prepare conclusions and recommendations from verifiable evidence and provide constructive advice on future directions of client service strategies 3.4 Maintain systems, records and reporting procedures to compare changes in customer satisfaction

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.2, 1.4, 2.3, 3.1	• Reviews textual information and comprehends details that relate to the interests or requirements of the client and organisation
Writing	1.4, 3.3, 3.4	• Creates a range of formal texts using structure, grammar and clear and specialised language to

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		describe customer needs, maintain information and support a particular position
Oral Communication	1.1, 1.3, 2.1, 2.4, 3.2	• Uses pace, intonation, intelligible pronunciation and listening and questioning techniques to interact effectively with others
Numeracy	2.2	• Recognises and interprets numerical information and performs calculations on familiar mathematical information
Navigate the world of work	1.2, 2.3, 3.1, 3.2	• Recognises and applies organisational protocols and meets expectations associated with own work
Interact with others	1.1, 1.3, 2.1, 2.4, 3.2, 3.3	• Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role • Uses a range of strategies to establish a sense of connection and build rapport with customers • Collaborates with others contributing knowledge and skills to achieve joint outcomes
Get the work done	1.2, 1.4, 2.3, 3.1- 3.4	• Applies formal and logical processes when planning and implementing tasks • Applies standard procedures when responding to familiar problems within own work context • Uses digital technologies to access, organise, present and store information relevant to own role

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBCUS401 Coordinate implementation of customer service strategies Release 2	BSBCUS401 Coordinate implementation of customer service strategies Release 1	Updated to clarify assessment conditions	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBCUS401 Coordinate implementation of customer service strategies

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 2.0. Version created to clarify assessment conditions
Release 1	This version first released with Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- identify the needs and priorities of the organisation in delivering services to customers
- diagnose problems in delivery of customer service
- respond to and report on customer feedback and complaints
- review client satisfaction using verifiable data
- consult and communicate effectively with relevant people
- develop and implement strategies and methods to improve customer service delivery including:
  - budgeting
  - promotion to staff
  - documentation and follow up.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline the principles of customer service
- explain sources of information and techniques for identifying customer needs and reviewing customer satisfaction
- explain the organisational business structure, products and services related to customer service
- describe product and service standards and best practice models.

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Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the customer service field of work and include access to:

- office equipment
- business technology
- organisational policies and procedures for customer service
- examples of customer complaints and feedback
- client satisfaction data
- case studies and, where possible, real situations
- interaction with others.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBCUS402 Address customer needs

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 2.0 Version created to clarify assessment conditions
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to manage an ongoing relationship with a customer over a period of time. This includes helping customers articulate their needs and managing networks to ensure customer needs are addressed.

It applies to individuals who are expected to have detailed product knowledge in order to recommend customised solutions. In this role, individuals would be expected to apply organisational procedures and be aware of, and apply as appropriate, broader factors involving ethics, industry practice and relevant government policies and regulations.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Stakeholder Relations – Customer Service

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Assist customer to articulate needs	1.1 Ensure customer needs are fully explored, understood and agreed 1.2 Explain and match available services and products to customer

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ELEMENT	PERFORMANCE CRITERIA
	needs 1.3 Identify and communicate rights and responsibilities of customers to the customer as appropriate
2 Satisfy complex customer needs	2.1 Explain possibilities for meeting customer needs 2.2 Assist customers to evaluate service and/or product options to satisfy their needs 2.3 Determine and prioritise preferred actions 2.4 Identify potential areas of difficulty in customer service delivery and take appropriate actions in a positive manner
3 Manage networks to ensure customer needs are addressed	3.1 Establish effective regular communication with customers 3.2 Establish, maintain and expand relevant networks to ensure appropriate referral of customers to products and services from within and outside the organisation 3.3 Ensure procedures are in place to ensure that decisions about targeting of customer services are based on up-to-date information about the customer and the products and services available 3.4 Ensure procedures are put in place to ensure that referrals are based on the matching of the assessment of customer needs and availability of products and services 3.5 Maintain records of customer interaction in accordance with organisational procedures

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.3, 2.2, 2.3, 2.4, 3.2, 3.3, 3.4, 3.5	• Interprets textual information obtained from a range of sources and determines how content may be applied to individuals and to organisational requirements
Writing	1.1, 3.1, 3.2, 3.3, 3.4, 3.5	• Prepares written reports, up-to-date procedures and other workplace documentation that communicate complex information clearly and effectively
Oral	1.1, 1.2, 1.3, 2.1,	• Clearly articulates customer's needs using language suitable to diverse audiences and employs listening

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Communication	2.2, 3.1, 3.2	and questioning techniques to confirm understanding
Navigate the world of work	3.5	• Recognises and applies organisational protocols and meets expectations associated with own work
Interact with others	1.1-1.3, 2.1, 2.2, 3.1, 3.2	• Selects and uses appropriate communication techniques to establish and maintain positive working relationships • Establishes connections and shares information with others who can contribute to effective work outcomes
Get the work done	2.3, 2.4, 3.3-3.5	• Develops and implements plans for routine and non-routine tasks recognising the importance of aligning goals and expectations to achieve outcomes • Recognises and takes responsibility for addressing predictable and non-predictable problems in own work context • Uses digital systems to organise and store information relevant to own work

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBCUS402 Address customer needs Release 2	BSBCUS402 Address customer needs Release 1	Updated to clarify assessment conditions	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBCUS402 Address customer needs

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 2.0 Version created to clarify assessment conditions
Release 1	This version first released with Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- communicate effectively with customers including
  - helping customers to articulate their needs and evaluate options
  - explaining products/services and how they match customer needs
  - establishing regular communication
  - explaining customer rights and responsibilities
- address customer's needs
- use organisational procedures to document customer satisfaction
- develop and maintain networks to support meeting customer needs
- identify potential difficulties in meeting customer needs and taking appropriate action.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain organisational procedures and standards for establishing and maintaining customer service relationships

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- describe informed consent
- explain consumer rights and responsibilities
- describe ways to establish effective regular communication with customers
- outline details of products or services including with reference to:
  - possible alternative products and services
  - variations within a limited product and service range.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the customer service field of work and include access to:

- office equipment and resources
- business technology
- organisational policies, procedures, quality systems, manuals and guidelines for customer management
- examples of products/services and promotional strategies
- case studies and, where possible, real situations
- interaction with others.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBCUS501 Manage quality customer service

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 2.0. Version created to clarify assessment conditions
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to develop strategies to manage organisational systems that ensure products and services are delivered and maintained to standards agreed by the organisation.

It applies to individuals who supervise the provision of quality customer service within an organisation's procedures framework by others. At this level, individuals must exercise considerable discretion and judgement, using a range of problem solving and decision making strategies.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Stakeholder Relations – Customer Service

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Plan to meet internal and external customer	1.1 Investigate, identify, assess, and include the needs of customers in planning processes

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ELEMENT	PERFORMANCE CRITERIA
requirements	1.2 Ensure plans achieve the quality, time and cost specifications agreed with customers
2 Ensure delivery of quality products and services	2.1 Deliver products and services to customer specifications within organisation's business plan 2.2 Monitor team performance to consistently meet the organisation's quality and delivery standards 2.3 Help colleagues overcome difficulties in meeting customer service standards
3 Monitor, adjust and review customer service	3.1 Develop and use strategies to monitor progress in achieving product and/or service targets and standards 3.2 Develop and use strategies to obtain customer feedback to improve the provision of products and services 3.3 Develop, procure and use resources effectively to provide quality products and services to customers 3.4 Make decisions to overcome problems and to adapt customer services, products and service delivery in consultation with appropriate individuals and groups 3.5 Manage records, reports and recommendations within the organisation's systems and processes

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 2.1, 3.1, 3.2, 3.3, 3.5	• Interprets and analyses textual information from a variety of sources and applies the knowledge that has been gained to evaluate standards for organisation's products and services
Writing	1.2, 3.1, 3.2, 3.3, 3.5	• Produces a range of text types to convey information, requirements or recommendations matching style of writing to purpose and audience
Oral Communication	1.1, 1.2, 2.1, 2.3, 3.2	• Clearly articulates systems and standards in a team environment using language suitable to diverse audiences • Uses listening and questioning techniques to obtain

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		feedback and confirm understanding
Numeracy	1.2	• Interprets and comprehends mathematical information in organisation's business and customer service plans.
Navigate the world of work	2.1, 2.2, 3.1, 3.5	• Recognises and applies organisational protocols and meets expectations associated with own work
Interact with others	1.1, 2.3, 3.4	• Identifies and uses appropriate conventions and protocols when communicating with colleagues and customers • Collaborates with others, taking into account their strengths and experience, to achieve desired outcomes • Provides support in field of expertise to team
Get the work done	1.1, 1.2, 2.1, 2.2, 3.1-3.5	• Develops and implements plans using logical processes and monitors and evaluates progress against stated goals • Accepts responsibility for addressing complex or non-routine difficulties, applying problem solving processes in determining a solution. • Uses digital technology to access, organise and present information in a format that meets requirements

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBCUS501 Manage quality customer service Release 2	BSBCUS501 Manage quality customer service Release 1	Updated to clarify assessment conditions	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBCUS501 Manage quality customer service

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 2.0 Version created to clarify assessment conditions
Release 1	This version first released with Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- develop and manage organisational systems for quality customer service
- develop and review plans, policies and procedures for delivering and monitoring quality customer service
- implement policies and procedures to ensure quality customer service
- solve complex customer complaints and system problems that lead to poor customer service
- monitor and assist teams to meet customer service requirements
- develop, procure and use human and physical resources to support quality customer service delivery.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline the legislative and regulatory context of the organisation relevant to customer service
- describe organisational policy and procedures for customer service including handling customer complaints
- identify service standards and best practice models
- summarise public relations and product promotion
- outline techniques for dealing with customers including customers with specific needs

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- explain techniques for solving complaints including the principles and techniques involved in the management and organisation of:
  - customer behaviour
  - customer needs research
  - customer relations
  - ongoing product and/or service quality
  - problem identification and resolution
  - quality customer service delivery
  - record keeping and management methods
  - strategies for monitoring, managing and introducing ways to improve customer service relationships
  - strategies to obtain customer feedback.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the customer service field of work and include access to:

- legislation, regulations and codes of practice related to customer service
- business technology
- workplace documentation and resources
- complex customer complaints
- case studies and, where possible, real situations
- interaction with others.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBDIV301 Work effectively with diversity

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to recognise and interact productively with diversity in the workplace. It covers sensitive responses to, and interactions with, all manner of diversity that might be encountered during the course of work.

It applies to individuals who work in a variety of contexts where they will be expected to interact with a diverse client and/or co-worker population. They may also provide some leadership and guidance to others and have some limited responsibility for the output of others.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Workforce Development – Diversity

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Recognise individual differences and respond appropriately	1.1 Recognise and respect individual differences in colleagues, clients and customers 1.2 Respond to differences sensitively 1.3 Ensure behaviour is consistent with legislative requirements and enterprise guidelines 1.4 Accommodate diversity using appropriate verbal and non-verbal

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ELEMENT	PERFORMANCE CRITERIA
	communication
2 Work effectively with individual differences	2.1 Recognise and document knowledge, skills and experience of others in relation to team objectives 2.2 Encourage colleagues to utilise and share their specific qualities, skills or backgrounds with other team members and clients in order to enhance work outcomes 2.3 Ensure relations with customers and clients demonstrate that diversity is valued by the business

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.3, 2.1	• Comprehends textual information to determine regulatory requirements and adhere to internal policies
Writing	1.4, 2.1	• Records key information related to the outcomes of the job, using appropriate vocabulary and style • Varies writing style to meet requirements of audience and purpose
Oral Communication	1.2, 1.3, 1.4, 2.2, 2.3	• Uses appropriate tone, speech and pace in verbal interactions • Selects vocabulary appropriate to the audience
Navigate the world of work	1.3	• Complies with legislative requirements and explicit policies and procedures
Interact with others	1.1, 1.2, 1.4, 2.1-2.3	• Identifies and takes steps to follow accepted communication practices and protocols • Contributes to work group activities using accepted conventions • Recognises common cultural and other differences of people in the work context and makes adjustments to respect and accommodate these differences
Get the work done	2.1	• Plans and implements routine tasks according to directions

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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBDIV301 Work effectively with diversity	BSBDIV301A Work effectively with diversity	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBDIV301 Work effectively with diversity

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- adjust language and behaviour as required by interactions with diversity
- identify and respect individual differences in colleagues, clients and customers
- apply relevant regulations, standards and codes of practice.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify major groups in the workplace and community, as defined by cultural, religious and other traditions and practices
- identify reasonable adjustments that facilitate participation by people with a disability
- explain the value of diversity to the economy and society in terms of:
  - workforce development
  - Australia's place in the global economy
  - innovation
  - social justice.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the workforce development – diversity field of work and include access to:

- office equipment and resources
- examples of regulations, standards and codes of practice working with diversity

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- examples of workplace diversity issues
- case studies and, where possible, real situations
- examples of workplace diversity policies and procedures
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBFIA301 Maintain financial records

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to maintain daily financial records such as reconciling debtors' and creditors' systems, preparing and maintaining a general ledger and trial balance and includes activities associated with monitoring cash control for accounting purposes.

It applies to individuals who are skilled operators and apply a broad range of competencies in various work contexts and may exercise discretion and judgement using appropriate theoretical knowledge of financial records.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Finance – Financial Administration

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Maintain daily financial records	1.1 Correctly maintain daily financial records in accordance with organisational and legislative requirements for accounting purposes 1.2 Identify and rectify or refer discrepancies or errors in documentation or transactions to designated persons in accordance with organisational and legislative requirements

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ELEMENT	PERFORMANCE CRITERIA
	1.3 Accurately credit and debit transactions and promptly enter into journals in accordance with organisational and legislative requirements
2 Maintain general ledger	2.1 Maintain general ledger in accordance with organisational and legislative requirements 2.2 Post transactions into general ledger in accordance with organisational and legislative reporting requirements 2.3 Reconcile systems for accounts payable and receivable with general ledger 2.4 Accurately prepare trial balance from general ledger in accordance with organisational and legislative requirements
3 Monitor cash control	3.1 Ensure cash flow is accurately accounted for in accordance with organisational and legislative requirements 3.2 Make and receive payments in accordance with organisational and legislative requirements 3.3 Collect or follow up outstanding accounts within designated timelines 3.4 Check payment documentation for accuracy of information and despatch to creditors within designated timeline

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.3, 2.1-2.4, 3.1-3.4	• Recognises and interprets numerical and textual information to determine and complete required activities
Writing	1.3, 2.1-2.4, 3.1-3.4	• Integrates data from different sources and records numerical information in a format appropriate to context and purpose of material • Prepares clear and detailed information and instructions using format, structure and tone suitable to audience
Oral	1.2, 3.2, 3.3	• Explains financial issues and requirements clearly, using facts and examples, and uses listening and

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Communication		questioning techniques to obtain sequenced instructions
Numeracy	1.1-1.3, 2.1-2.4, 3.1-3.4	• Uses a limited range of mathematical calculations to reconcile amounts using whole numbers and decimals and arrange/compare numerical information
Navigate the world of work	1.1-1.3, 2.1-2.4, 3.1-3.3	• Recognises, understands and monitors adherence to legislative and organisational requirements in undertaking own work
Interact with others	3.3, 3.4	• Understands the importance of using appropriate practices and protocols when handling confidential information
Get the work done	1.1-1.3, 2.1-2.4, 3.1-3.4	• Takes responsibility for own workload and monitors adherence to specified goals and timelines • Uses digital technologies to access, record, store, organise and compile data as required

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBFIA301 Maintain financial records	BSBFIA301A Maintain financial records	Updated to meet Standards for Training Packages Minor edits to clarify meaning of performance criteria	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBFIA301 Maintain financial records

Modification History

Release	Comments
Release 1	This version first released with Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- maintain daily transactions and identify and respond to discrepancies and errors
- transfer and record financial data accurately
- reconcile expenditures and revenue in a timely manner.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify the key provisions of relevant legislation, codes of practice and national standards that may affect financial record keeping
- discuss organisational policies and procedures relating to maintaining financial records
- define credits/creditors and debits/debtors
- describe principles of double entry bookkeeping and accrual accounting
- identify methods of presenting financial data.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the financial administration field of work and include access to:

- office equipment and resources
- computer equipment and relevant software
- examples of source documents relating to financial record keeping
- case studies and, where possible, real situations.

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Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBFIA304 Maintain a general ledger

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to maintain a computerised or manual general ledger system within an organisation, including processing journal entries and preparing a trial balance.

It applies to individuals employed in a range of work environments with responsibility for simple accounting functions within an organisation. They may work as individuals providing administrative support within an enterprise, or may be other members of staff with delegated responsibilities relating to general ledger maintenance.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Finance – Financial Administration

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Process journal entries	1.1 Prepare general journal entries from source journals in accordance with accounting requirements, organisational policy, procedures and legislative accounting standards 1.2 Post journal entries into general ledger system in accordance with organisational policy, procedures and accounting standards 1.3 Reconcile accounts payable and accounts receivable subsidiary

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ELEMENT	PERFORMANCE CRITERIA
	ledger systems with general ledger 1.4 Ensure processing maintains the accounting equation and is completed within designated timelines
2 Prepare a trial balance	2.1 Prepare trial balance of general ledger system in accordance with organisational requirements and accounting standards, and ensure it is checked for accuracy 2.2 Identify and rectify irregularities or refer them for resolution when trial balance does not balance, in accordance with organisational policy and procedures

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.3, 2.1, 2.2	• Interprets a range of textual information to determine all job requirements
Writing	1.1-1.3, 2.1, 2.2	• Integrates data from different sources and records numerical information in a suitable format for context and purpose of material • Uses factual and suitable financial language to refer issues and inconsistencies in data
Oral Communication	2.2	• Explains issues clearly using industry-specific and factual vocabulary
Numeracy	1.1-1.3, 2.1, 2.2	• Uses a limited range of mathematical calculations to reconcile amounts and arrange/compare numerical information
Navigate the world of work	1.1, 1.2, 2.1, 2.2	• Recognises, understands and applies applicable industry standards and organisational policies and procedures in the conduct of own work
Interact with others	2.2	• Recognises the strengths and expertise of others and seeks their assistance as required
Get the work done	1.1-1.4, 2.1, 2.2	• Plans and completes tasks according to set guidelines and timelines • Recognises and addresses problems in the context of

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		own work and seeks advice from others, as necessary • Uses digital technologies to access, record, store, organise and compile data as required

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBFIA304 Maintain a general ledger	BSBFIA304A Maintain a general ledger	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBFIA304 Maintain a general ledger

Modification History

Release	Comments
Release 1	This version first released with Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- accurately enter data
- reconcile subsidiary ledger systems with general ledger and prepare a trial balance
- implement double-entry principles
- systematically trace errors or refer them to appropriate people
- complete all tasks in accordance with accounting principles, legal and organisational responsibilities, and within scope of own responsibility.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- list key provisions of relevant legislation and regulations, standards and codes of practice that may affect aspects of financial operations
- briefly describe the organisational accounting systems and procedures
- explain how to check for errors or discrepancies
- list and describe tasks that are outside own scope of responsibility.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the financial administration field of work and include access to:

- office equipment and resources
- computer equipment and relevant software

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- examples of source journals
- case studies and, where possible, real situations.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBFIA402 Report on financial activity

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to report financial activity for business both in response to client requests and to meet statutory requirements such as the completion of financial reports.

This unit applies to individuals with a broad knowledge of financial activities who contribute financial skills and knowledge to address reporting requirements of clients and legal authorities. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Finance – Financial Administration

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Compile financial information and data	1.1 Collect, evaluate and code current financial data to ensure consistency, quality and accuracy in accordance with organisational requirements 1.2 Use conversion and consolidation procedures to compile analysis in accordance with organisational requirements 1.3 Make, record and disclose asset and liability valuations in

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ELEMENT	PERFORMANCE CRITERIA
	accordance with organisational requirements 1.4 Ensure that discrepancies, unusual features or queries are identified, resolved or referred to the appropriate authority
2 Prepare statutory requirement reports	2.1 Correctly record income and expenditure to ensure compliance with statutory requirements 2.2 Calculate liabilities for tax in accordance with current legislation and revenue gathering practices 2.3 Correctly identify relevant receipts, revenue documentation and payments 2.4 Ensure that statements and claims take full advantage of available benefits and allowances in accordance with statutory requirements 2.5 Submit statutory requirement reports to appropriate authorities within stated deadlines
3 Provide financial business recommendations	3.1 Ensure that recommendations are logically derived and supported by evidence in report 3.2 Provide recommendations to propose constructive actions to enhance the effectiveness and efficacy of functions and services 3.3 Ensure recommendations are concise and facilitate direction and control of organisation's operations 3.4 Identify and prioritise significant issues in statements including comparative financial performances for review and decision making 3.5 Ensure structure and format of reports are clear and conform to organisational and statutory requirements

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.4, 2.1-2.5, 3.1-3.5	• Compares and analyses information from a range of sources varying in complexity to determine and complete financial requirements
Writing	1.1-1.4, 2.1, 2.2, 2.4,	• Records numerical and textual information incorporating required financial language organising

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	2.5, 3.1-3.5	data in a manner that supports the format and purpose of the document
Oral Communication	1.4, 3.2, 3.3	• Presents financial issues and requirements clearly, succinctly and based on own findings using language appropriate to audience and environment • Exchanges and obtains information from others by listening and questioning
Numeracy	1.1-1.4, 2.1-2.5, 3.1, 3.4, 3.5	• Establishes criteria and categories for financial management purposes and monitors activities on a regular basis • Uses a wide range of mathematical calculations to interpret and arrange/compare numerical information in order to comply with requirements
Navigate the world of work	1.1-1.4, 2.1-2.5, 3.1, 3.3, 3.5	• Recognises, understands and applies applicable legislation, industry standards and organisational policies and procedures in the conduct of own work
Interact with others	1.4, 2.5	• Selects and uses appropriate conventions and protocols when communicating with external stakeholders to supply required information
Get the work done	1.1-1.4, 2.1, 2.2, 2.5, 3.4	• Uses formal and logical processes to plan and complete tasks, achieving timelines and organisational requirements • Uses analytical skills to identify discrepancies, attempts to resolves the issues within the context of own responsibilities and, where appropriate, consults with more experienced colleagues for assistance • Uses a range of digital technologies to access, record, store, organise, compile, analyse and present complex data from multiple sources of information

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBFIA402 Report on financial activity	BSBFIA402A Report on financial activity	Updated to meet Standards for Training Packages	Equivalent unit

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Links

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Assessment Requirements for BSBFIA402 Report on financial activity

Modification History

Release	Comments
Release 1	This version first released with Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- organise and present financial data including budget variances, budgets and forecasts, cash flow/profit reports, balance sheets, financial year reports, operating statements, expenditure and receipts and profit and loss statements to highlight relevant features and meet workplace requirements
- use conversion and consolidation procedures such as moving averages, standardised variables, trend analysis and unit costs
- identify, resolve or refer discrepancies such as absence of auditable trail, expenditure report mismatches, incorrect payments and unreconciled cash flows
- record income and expenditure to meet statutory requirements
- calculate liabilities for tax including completing Business Activity Statements
- provide financial business recommendations
- apply knowledge of relevant legislation and regulations
- perform double entry bookkeeping and accrual accounting.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify the key provisions of legislation, regulation and codes of practice relevant to financial operations
- describe the techniques used for forecasting and analysis
- identify the options, methods and practices for deductions, benefits and depreciations.

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Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the financial administration field of work and include access to:

- office equipment and resources
- computer with relevant software
- examples of financial data, reports and documents
- workplace financial policies and procedures
- case studies and, where possible, real situations.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBFIA412 Report on financial activity

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 3.0.

Application

This unit describes the skills and knowledge required to prepare financial reports in line with statutory reporting requirements. It encompasses compiling and analysing data.

This unit applies to individuals that are required to apply specialised knowledge and analytical skills to prepare financial reports as part of their job role.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the BSB Business Services Training Package Companion Volume Implementation Guide or the relevant regulator for specific guidance on regulatory requirements.

Unit Sector

Finance – Financial Administration

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Compile and analyse financial data	1.1 Collect, evaluate and code current financial data to ensure consistency, quality and accuracy in accordance with organisational requirements 1.2 Use conversion and consolidation procedures to compile data in accordance with organisational requirements 1.3 Make, record and disclose asset and liability valuations in compliance with accounting standards

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ELEMENT	PERFORMANCE CRITERIA
	1.4 Ensure that discrepancies, unusual features or queries are identified, resolved or referred to the appropriate authority 1.5 Identify and record effects of taxation
2. Prepare reports	2.1 Correctly record income and expenditure to ensure compliance with statutory requirements 2.2 Correctly identify relevant receipts, revenue documentation and payments 2.3 Prepare reports according to statutory and ethical requirements, and organisational procedures relating to conflict of interest, confidentiality, and disclosure statements 2.4 Present charts, diagrams, tables and supporting data in required format 2.5 Review statements and data for errors and compliance with statutory requirements and organisational procedures, and amend as required 2.6 Submit statutory requirement reports to appropriate authorities within stated deadlines
3. Provide financial business recommendations	3.1 Review recommendations and ensure they are logically derived and supported by evidence 3.2 Provide recommendations to enhance the effectiveness of functions and services 3.3 Ensure recommendations are concise and relevant to the direction and control of organisational operations 3.4 Identify and prioritise significant issues in statements including comparative financial performances for review and decision making 3.5 Ensure structure and format of reports are clear and conform to organisational and statutory requirements

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	• Compares and analyses information from a range of sources varying in complexity to determine and complete financial requirements

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Writing	• Records numerical and textual information incorporating required financial language organising data in a manner that supports the format and purpose of the document
Oral Communication	• Presents financial issues and requirements clearly, succinctly and based on own findings using language appropriate to audience and environment • Exchanges and obtains information from others by listening and questioning
Numeracy	• Establishes criteria and categories for financial management purposes and monitors activities on a regular basis • Uses a wide range of mathematical calculations to interpret and arrange/compare numerical information in order to comply with requirements
Navigate the world of work	• Recognises, understands and applies applicable legislation, industry standards and organisational policies and procedures in the conduct of own work
Interact with others	• Selects and uses appropriate conventions and protocols when communicating with external stakeholders to supply required information
Get the work done	• Uses formal and logical processes to plan and complete tasks, achieving timelines and organisational requirements • Uses analytical skills to identify discrepancies, attempts to resolves the issues within the context of own responsibilities and, where appropriate, consults with more experienced colleagues for assistance • Uses a range of digital technologies to access, record, store, organise, compile, analyse and present complex data from multiple sources of information

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBFIA412 Report on financial activity Release 1	BSBFIA402 Report on financial activity Release 1	Updates to elements, performance criteria and assessment requirements.	Equivalent unit

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBFIA412 Report on financial activity

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 3.0.

Performance Evidence

Evidence of the ability to:

- organise and present financial data to highlight relevant features and meet workplace requirements including:
- budget variances
- budgets and forecasts
- cash flow/profit reports
- balance sheets
- financial year reports
- operating statements
- expenditure and receipts
- profit and loss statements
- use conversion and consolidation procedures such as moving averages, standardised variables, trend analysis and unit costs
- identify, resolve or refer discrepancies such as:
- absence of auditable trail
- expenditure report mismatches
- incorrect payments and unreconciled cash flows
- record income and expenditure to meet statutory requirements
- calculate liabilities for tax including completing Business Activity Statements, where applicable
- provide financial business recommendations
- apply knowledge of relevant legislation and regulations
- perform double entry bookkeeping and accrual accounting.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

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Knowledge Evidence

The candidate must be able to demonstrate the following knowledge to effectively complete the tasks outlined in the elements and performance criteria of this unit, and to manage tasks and reasonably foreseeable contingencies in the context of the work role:

- key provisions of legislation, regulation and codes of practice relevant to financial operations
- key techniques used for forecasting and analysis
- key features of the options, methods and practices for deductions, benefits and depreciations
- current business taxation requirements for preparing corporate accounting reports
- current financial legislation and statutory requirements relating to taxable transactions and reporting requirements
- ethical requirements associated with preparing financial reports for corporate entities, including conflict of interest, confidentiality, and disclosure requirements
- industry-standard methods and formats used to present financial data.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the financial administration field of work and include access to:

- office equipment and resources
- computer with relevant software
- examples of financial data, reports and documents
- workplace financial policies and procedures
- case studies and, where possible, real situations in the workplace.

Assessors of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBFIM501 Manage budgets and financial plans

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to undertake financial management within a work team in an organisation. It includes planning and implementing financial management approaches, supporting team members whose role involves aspects of financial operations, monitoring and controlling finances and reviewing and evaluating effectiveness of financial management processes.

It applies to managers in a wide range of organisations and sectors who have responsibility for ensuring that work team financial resources are used effectively and are managed in line with financial objectives of the team and organisation.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Finance - Financial Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Plan financial management approaches	1.1 Access budget/financial plans for the work team 1.2 Clarify budget/financial plans with relevant personnel within the organisation to ensure that documented outcomes are achievable, accurate and comprehensible 1.3 Negotiate any changes required to be made to budget/financial

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ELEMENT	PERFORMANCE CRITERIA
	plans with relevant personnel within the organisation 1.4 Prepare contingency plans in the event that initial plans need to be varied
2 Implement financial management approaches	2.1 Disseminate relevant details of the agreed budget/financial plans to team members 2.2 Provide support to ensure that team members can competently perform required roles associated with the management of finances 2.3 Determine and access resources and systems to manage financial management processes within the work team
3 Monitor and control finances	3.1 Implement processes to monitor actual expenditure and to control costs across the work team 3.2 Monitor expenditure and costs on an agreed cyclical basis to identify cost variations and expenditure overruns 3.3 Implement, monitor and modify contingency plans as required to maintain financial objectives 3.4 Report on budget and expenditure in accordance with organisational protocols
4 Review and evaluate financial management processes	4.1 Collect and collate for analysis, data and information on the effectiveness of financial management processes within the work team 4.2 Analyse data and information on the effectiveness of financial management processes within the work team and identify, document and recommend any improvements to existing processes 4.3 Implement and monitor agreed improvements in line with financial objectives of the work team and the organisation

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 2.1, 2.3, 3.1-3.4, 4.2, 4.3	• Interprets and analyses information to determine activities required

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Writing	1.1, 1.4, 4.1-4.3	• Records information in correct forms and prepares materials which convey detailed and factual content in accordance with internal procedures
Oral Communication	1.2, 1.3, 2.1-2.3	• Presents information about financial issues and requirements to a range of audiences using structure and language to suit the audience • Uses active listening and questioning to clarify information and to confirm understanding
Numeracy	1.1-1.3, 2.1-2.3, 3.1-3.4, 4.1-4.3	• Uses a wide range of mathematical calculations to analyse numeric information in budgets or financial plans
Navigate the world of work	2.2, 3.3, 3.4, 4.3	• Recognises, understands and adheres to organisational requirements in undertaking own work
Interact with others	1.2, 1.3, 2.1, 2.2, 3.1, 2.3, 4.2, 4.3	• Uses a range of strategies to connect, collaborate and cooperate with other work colleagues in activities requiring collective effort and diverse skills and knowledge
Get the work done	1.1, 1.4, 2.3, 3.1-3.4, 4.1-4.3	• Uses logical processes in planning, implementing and evaluating complex tasks and developing alternative strategies in achieving goals and timelines • Uses a range of digital technologies to access, filter, compile, integrate and logically present complex information from multiple sources

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBFIM501 Manage budgets and financial plans	BSBFIM501A Manage budgets and financial plans	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBFIM501 Manage budgets and financial plans

Modification History

Release	Comments
Release 1	This version first released with Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- use financial skills to work with and interpret budgets, ageing summaries, cash flow, petty cash, Goods and Services Tax (GST), and profit and loss statements
- communicate with relevant people to clarify budget/financial plans, negotiate changes and disseminate information
- prepare, implement and modify financial contingency plans
- monitor expenditure and control costs
- support and monitor team members
- report on budget and expenditure
- review and make recommendations for improvements to financial processes
- meet record keeping requirements for the Australian Taxation Office (ATO) and for auditing purposes.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe basic accounting principles
- identify and explain the relevant legislation and current requirements of the Australian Taxation Office, including the Goods and Services Tax (GST)
- explain the key requirements for financiall record keeping and auditing
- describe the principles and techniques involved in managing:
  - budgeting
  - cash flows
  - electronic spreadsheets

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- GST
- ledgers and financial statements
- profit and loss statements.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the financial management field of work and include access to:

- resources and documentation used in the workplace
- workplace policies and procedures
- workplace budgets and financial plans
- business technology
- case studies and, where available, real situations.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBFLM303 Contribute to effective workplace relationships

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to gather information and maintain effective relationships and networks, with particular regard to communication and representation.

This unit applies to individuals who use leadership skills including motivation, mentoring and coaching to develop efficient, effective and unified teams and facilitate communication between team members and management of the organisation.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Frontline Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Seek, receive and communicate information and ideas	1.1 Collect information associated with the achievement of work responsibilities from appropriate sources 1.2 Communicate ideas and information to diverse audiences in an appropriate and sensitive manner 1.3 Seek contributions from internal and external sources to develop and refine new ideas and approaches in accordance with organisational processes

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ELEMENT	PERFORMANCE CRITERIA
	1.4 Facilitate consultation processes to allow employees to contribute to issues related to their work, and promptly communicate outcomes of consultation to the work team 1.5 Promptly deal with and resolve issues raised, or refer them to relevant personnel
2 Encourage trust and confidence	2.1 Treat people with integrity, respect and empathy 2.2 Encourage effective relationships within the framework of the organisation's social, ethical and business standards 2.3 Gain and maintain the trust and confidence of colleagues, customers and suppliers through competent performance 2.4 Adjust interpersonal styles and methods in relation to the organisation's social and cultural environment
3 Identify and use networks and relationships	3.1 Identify and utilise workplace networks to help build relationships 3.2 Identify and describe the value and benefits of networks and other work relationships for the team and the organisation
4 Contribute to positive outcomes	4.1 Identify difficulties and take action to rectify the situation within own level of responsibility according to organisational and legal requirements 4.2 Support colleagues in resolving work difficulties 4.3 Regularly review workplace outcomes and implement improvements in consultation with relevant personnel 4.4 Identify and resolve poor work performance within own level of responsibility and according to organisational policies 4.5 Deal constructively with conflict, within the organisation's established processes

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.3, 1.4, 1.5, 4.3	• Comprehends textual information to determine regulatory requirements and adhere to job processes

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		and internal policies
Writing	1.1-1.5, 4.3, 4.4, 4.5	• Uses appropriate language to record key information related to the outcomes of the job • Varies writing style to meet requirements of audience and purpose
Oral Communication	1.2-1.5, 2.1, 2.2, 2.4, 3.1, 4.2-4.5	• Speaks clearly using tone and pace appropriate for the audience and purpose • Uses appropriate techniques, including active listening and questioning, to clarify information and to confirm understanding
Navigate the world of work	1.3, 2.1, 2.2, 2.4, 4.1, 4.4, 4.5	• Takes personal responsibility for adherence to explicit and implicit organisational policies, procedures, standards and legislative requirements within own job role and in all interactions with others
Interact with others	1.2, 1.3, 1.4, 1.5 2.1, 2.2, 2.3, 2.4 4.2, 4.3, 4.4, 4.5	• Selects and uses appropriate conventions and protocols when communicating with internal and external stakeholders to build rapport, establish networks, seek or share information, • Adjusts personal communication style in response to a diverse range of individuals in the work context • Uses collaborative techniques to engage team members in consultations and negotiations • Implements strategies to respond appropriately to conflict and poor work performance
Get the work done	1.1, 1.3, 1.4,1.5, 2.3, 3.1, 3.2, 4.1, 4.2, 4.3, 4.4	• Takes responsibility for planning, sequencing and prioritising tasks and own workload for effective outcomes • Uses formal analytical thinking techniques and broad ranging consultative processes to identify issues and implement a constructive approach to solutions and improvement opportunities • Uses familiar digital technologies and systems to access, present and communicate information

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBFLM303 Contribute to effective workplace	BSBFLM303C Contribute to effective workplace	Updated to meet Standards for Training Packages	Equivalent unit

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Code and title current version	Code and title previous version	Comments	Equivalence status
relationships	relationships		

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBFLM303 Contribute to effective workplace relationships

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- access and analyse information to achieve planned outcomes
- apply techniques for resolving problems and conflicts and dealing with poor performance within organisational and legislative requirements
- review and improve workplace outcomes in consultation with relevant personnel
- adjust interpersonal style and communications to respond to cultural and social diversity
- apply relationship management and communication skills with a range of people that:
  - demonstrate integrity, respect, empathy and cultural sensitivity and promote trust
  - forge effective relationships with internal and/or external people and help to maintain these networks
  - encourage participation and foster contribution of and respect for ideas and feedback
  - provide support to colleagues to resolve difficulties.
- communicate ideas and information to diverse audiences
- develop networks and build team relationships.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- give examples of how work relationships and the cultural and social environment can support or hinder achieving planned outcomes
- explain techniques for developing positive work relationships and building trust and confidence in a team
- identify relevant legislation from all levels of government that affects business operation

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- describe a range of methods and techniques for communicating information and ideas to a range of stakeholders
- outline problems solving methods
- explain methods to resolve workplace conflict
- explain methods to manage poor work performance
- explain how to monitor, analyse and introduce ways to improve work relationships.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management field of work and include access to:

- relevant legislation and regulations
- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBFLM306 Provide workplace information and resourcing plans

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to support the information management system. It involves the identification, acquisition, initial analysis and use of appropriate workplace information.

It applies to individuals who use organisational and analytical skills to support business and resource planning processes. At this level, work will normally be carried out within known routines, methods and procedures, and may also involve a number of complex or non-routine activities that require some discretion and judgement.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Frontline Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Locate relevant information	1.1 Identify and locate information required by teams 1.2 Acquire and review information according to organisational procedures 1.3 Apply plans and procedures to obtain information which is not immediately available/accessible

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ELEMENT	PERFORMANCE CRITERIA
2 Collect and report information	2.1 Collect information relevant to the needs of teams in an adequate and timely manner 2.2 Ensure information acquired is in a format suitable for analysis, interpretation and dissemination 2.3 Use information to identify and report relevant trends and developments to relevant personnel, within the limits of own role
3 Use information systems	3.1 Effectively use management information systems to store and retrieve data 3.2 Use available technology to manage information effectively 3.3 Report recommendations for improving information system to designated persons and/or groups
4 Support preparation of business plan and/or budgets	4.1 Effectively utilise the contribution of the work team when preparing business plans and/or budgets to gain support for outcomes 4.2 Present and record information to support preparation of business plans and/or budgets in accordance with organisation's guidelines and requirements 4.3 Follow contingency plans when alternative action is required
5 Support preparation of resource proposals	5.1 Consult with colleagues to collect resource planning data as required 5.2 Report estimated resource needs and usage according to organisational requirements as necessary 5.3 Facilitate resourcing within limits of own role

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.3, 2.1-2.3, 3.1, 4.2, 4.3, 5.2	• Interprets information from a range of familiar texts including organisational policies and procedures
Writing	2.2, 2.3, 3.1, 3.3,	• Uses appropriate vocabulary and formats to achieve precise meaning in a range of documentation

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	4.1, 4.2, 5.2	
Oral Communication	2.3, 3.3, 4.1, 5.1	• Provides information using terminology and style appropriate to context and audience • Uses questioning and listening techniques to exchange and clarify information
Numeracy	1.1, 1.2, 2.1-2.3, 4.1, 4.2, 5.1, 5.2	• Interprets and analyses numerical information to identify budgetary requirements
Navigate the world of work	1.2, 1.3, 4.2, 5.2	• Adheres to organisational protocols and procedures and understands the nature and purpose of own role and associated responsibilities
Interact with others	3.3, 5.1	• Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role • Seeks to cooperate with others to achieve results in immediate work context
Get the work done	1.1, 1.3, 2.1, 2.2, 3.1-3.3, 4.1, 4.3, 5.1, 5.3	• Takes responsibility for planning and organising tasks required to achieve required outcomes • Makes routine decisions based on implementation of standard plans and procedures • Collects and analyses information efficiently to develop recommendations for improvements and perform resourcing tasks • Uses digital systems and tools to access, store and retrieve data and manage information

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBFLM306 Provide workplace information and resourcing plans	BSBFLM306C Provide workplace information and resourcing plans	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBFLM306 Provide workplace information and resourcing plans

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- use management information system to collect, store and retrieve data to support the preparation of business plans and/or budgets
- involve the work team in planning and budget preparation
- estimate resource needs and usage according to organisational requirements and allocating or acquiring resources within limits of own role.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe information contained in management information systems
- discuss basic financial concepts relating to operational plans and budgets
- list the main requirements of a business plan
- outline data required to prepare resource proposals
- outline methods to gain efficiencies in operational resource management.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management field of work and include access to:

- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others
- business technology.

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Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBFLM312 Contribute to team effectiveness

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to contribute to the effectiveness of the work team. It involves planning with the team to meet expected outcomes, developing team cohesion, participating in and facilitating the work team, and communicating with the management of the organisation.

It applies to individuals who play a prominent part in motivating, mentoring, coaching and developing team cohesion through team leadership and forming the link between the management of the organisation and the team members. At this level, work will normally be carried out within known routines, methods and procedures, and may also involve complex or non-routine activities that require some discretion and judgement.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Frontline Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Contribute to team outcomes	1.1 Consult team members to identify team purpose, roles, responsibilities, goals, plans and objectives 1.2 Support team members to meet expected outcomes

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ELEMENT	PERFORMANCE CRITERIA
2 Support team cohesion	2.1 Encourage team members to participate in the planning, decision making and operational aspects of the work team to their level of responsibility 2.2 Encourage team members to take responsibility for their own work and to assist each other in undertaking required roles and responsibilities 2.3 Provide feedback to team members to encourage, value and reward team members' efforts and contributions 2.4 Identify and address issues, concerns and problems identified by team members, or refer to relevant persons as required
3 Participate in work team	3.1 Actively encourage and support team members to participate in team activities and communication processes and to take responsibility for their actions 3.2 Support the team to identify and resolve problems which impede its performance 3.3 Utilise own contribution to work team to serve as a role model for others and enhance the organisation's image within the work team, the organisation and with clients/customers
4 Communicate with management	4.1 Maintain open communication with line manager/management at all times 4.2 Communicate information from line manager/management to the team 4.3 Communicate unresolved issues to line manager/management and follow up to ensure action is taken in response to these matters

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Writing	2.3, 2.4, 4.2, 4.3	• Uses appropriate vocabulary, grammatical structures and conventions to communicate information, matching style to purpose and audience
Oral	1.1, 1.2, 2.1-2.4, 3.1,	• Presents ideas and seeks feedback from others using vocabulary and non-verbal features appropriate to the

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Communication	3.2, 4.1-4.3	audience • Participates in open discussions to elicit the views of others by asking questions and listening to responses
Navigate the world of work	1.1	• Ensures that team members are aware of their rights and responsibilities in the workplace, including workplace safety
Interact with others	1.1, 1.2, 2.1-2.4, 3.1, 3.2, 4.1-4.3	• Collaborates, supports and cooperates with others to achieve work outcomes, and encourages others to do the same • Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role • Recognises importance of own interpersonal skills in projecting a positive image to others in work context • Understands the need to modify own communication style to accommodate individual differences
Get the work done	1.1, 2.4, 4.1, 4.3	• Plans and implements tasks required to achieve required outcomes • Recognises and responds to problems related to role and seeks assistance when problems are beyond immediate responsibilities

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBFLM312 Contribute to team effectiveness	BSBFLM312C Contribute to team effectiveness	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBFLM312 Contribute to team effectiveness

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- discuss and clarify goals and responsibilities with a team of people
- apply management and communication skills with a range of people that:
  - provides direction and leadership
  - assists individuals to achieve goals
  - motivates and builds team cohesion
  - fosters contribution of and respect for ideas
- apply techniques for resolving problems within organisational and legislative requirements
- communicate effectively with management including escalating problems outside own area of responsibility
- manage communication of information to, and between, the team.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- list organisational goals, objectives and plans that relate to the team
- identify legislation, regulations, standards or codes of practice that may impact team performance and outcomes
- describe the organisational structure with reference to the organisational chart
- describe options for addressing performance issues in the organisation
- explain the principles and techniques of:
  - group dynamics and processes
  - motivation

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  - negotiation
- explain why considering individual behaviour and differences is important to a manager.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management field of work and include access to:

- relevant workplace documentation and resources
- relevant legislation
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBHRM405 Support the recruitment, selection and induction of staff

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to execute tasks associated with the recruitment cycle and apply in-depth knowledge of the work of the organisation, and how recruitment and selection practices fit with other human resources functions.

This unit applies to individuals who support recruitment, selection and induction functions under the direction of a human resource manager.

No licensing, legislative, or certification requirements apply to this unit at the time of publication.

Unit Sector

Workforce Development – Human Resource Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Plan for recruitment	1.1 Obtain approval to fill position, clarify time lines and requirement for appointment 1.2 Assist in preparing job descriptions that accurately reflect the role requirements, according to organisational policies and procedures, legislation, codes, national standards and work health and safety (WHS) considerations 1.3 Consult with relevant personnel about job descriptions and

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ELEMENT	PERFORMANCE CRITERIA
	workforce strategy 1.4 Assist in ensuring that job descriptions comply with legislative requirements and reflect the organisation's requirements for a diverse workforce 1.5 Obtain approvals to advertise position
2 Plan for selection	2.1 Choose appropriate channels and technology to advertise vacancies and/or identify potential talent pool 2.2 Advertise vacancies for staffing requirements according to organisational policies and procedures 2.3 Consult with relevant personnel to convene selection panel and develop interview questions 2.4 Assist in ensuring that interview questions comply with legislative requirements 2.5 Assist in short-listing applicants 2.6 Schedule interviews and advise relevant people of times, dates and venues
3 Support selection process	3.1 Participate in interview process and assess candidates against agreed selection criteria 3.2 Discuss assessment with other selection panel members 3.3 Correct biases and deviations from agreed procedures and negotiate for preferred candidate 3.4 Contact referees for referee reports 3.5 Prepare selection report and make recommendations to senior personnel for appointment 3.6 Advise unsuccessful candidates of outcomes and respond to any queries 3.7 Secure preferred candidate's agreement 3.8 Complete necessary documentation according to organisational procedures, observing confidentiality and privacy requirements
4 Induct successful candidate	4.1 Provide successful candidate with employment contract and other documentation 4.2 Advise manager and work team of new appointment 4.3 Advise managers and staff of candidate's starting date and make necessary administrative arrangements for pay and employee record keeping 4.4 Arrange successful candidate's induction according to

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ELEMENT	PERFORMANCE CRITERIA
	organisational policy

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.2, 1.4, 2.4, 2.5	• Synthesises ideas, concepts and specific information from workplace and regulatory texts to inform development of workplace documents • Evaluates information to make judgements
Writing	1.1, 1.2, 1.5, 2.2, 3.5, 3.6, 3.8, 4.2, 4.3	• Produces a range of text types using specific information, workplace conventions and templates
Oral communication	1.1, 1.3, 1.5, 2.3, 2.5, 3.1-3.5. 3.7	• Asks questions and listens carefully to gather, interpret or evaluate information • Uses appropriate vocabulary to present ideas or persuasive arguments
Navigate the world of work	1.2, 1.4, 2.4, 3.3, 3.8, 4.1, 4.4	• Applies workplace protocols, legislation or regulations relevant to own responsibilities
Interact with others	1.3, 2.3, 3.2, 3.3	• Selects and uses appropriate conventions and protocols when communicating with personnel, candidates or referees • Participates in conversations relevant to role responding, explaining, negotiating and persuading as required
Get the work done	2.1, 2.3, 2.6, 4.1, 4.3, 4.4	• Selects and uses digital technology to access, enter, store and retrieve information in accordance with security requirements • Takes responsibility for planning and implementing tasks for efficient and effective outcomes

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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBHRM405 Support the recruitment, selection and induction of staff	BSBHRM405A Support the recruitment, selection and induction of staff	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBHRM405 Support the recruitment, selection and induction of staff

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- prepare job descriptions
- use job descriptions to support sourcing, selecting and appointing suitable staff
- use different advertising channels to promote vacancies and/or establish a potential talent pool
- consult with managers to gain approvals
- develop selection criteria and interview questions in consultation with relevant personnel
- schedule interviews and advise relevant people of times, dates and venues
- participate in interviews and other selection techniques including assessing candidates against selection criteria to short list them
- obtain referees' reports
- prepare and distribute a selection report including feedback to give unsuccessful candidates
- advise unsuccessful candidates of the results
- secure preferred candidate’s agreement and provide an employment contract
- advise other staff of the successful candidate and arrange induction.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify documentation required for recruitment, selection and induction
- explain human resources life cycle and the place of recruitment and selection
- identify legislation relevant to recruitment, selection and induction of staff
- describe channels and technology to advertise vacancies

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- explain a range of interviewing techniques and other selection processes and their application.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the workforce development – human resource development field of work and include access to:

- workplace policies and procedures
- business technology
- position descriptions
- legislation, regulations, Codes and Standards relevant to staff recruitment, selection and induction
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBHRM505 Manage remuneration and employee benefits

Modification History

Release	Comments
Release 2	This version first released with BSB Business Services Training Package Version 1.1. Version created to correct mapping table information
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to implement an organisation's remuneration and benefit plans. It incorporates all functions associated with remuneration, including packaging, salary benchmarking, market rate reviews, bonuses and the legislative aspects of remuneration and employee benefits.

It applies to individuals who are human resource managers responsible for overseeing an organisation's remuneration process.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Workforce Development – Human Resource Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Develop organisation's remuneration strategy	1.1 Analyse strategic and operational plans to determine the scope of remuneration and benefits plans 1.2 Undertake research on current practice, recent developments

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ELEMENT	PERFORMANCE CRITERIA
	and legislative parameters for remuneration strategy 1.3 Develop options for consideration by relevant managers 1.4 Present options showing the link to organisational strategic objectives 1.5 Ensure remuneration policies and incentive plans are agreed and recorded 1.6 Ensure organisation is positioned as an employer of choice and regarded as a desirable workplace
2 Implement remuneration strategy	2.1 Research occupational groups to determine those which are industrial agreement based 2.2 Access or undertake market rates surveys regularly to ensure the organisation's required level of competitiveness for particular occupational groups is maintained 2.3 Align remuneration and benefits plans with performance management system 2.4 Ensure employees receive at least their minimum entitlements according to organisational policies and legal requirements 2.5 Ensure salary packages comply with organisational policies and legal requirements, including fringe benefits tax (FBT) and superannuation 2.6 Ensure incentive arrangements, if included, comply with the organisation's remuneration strategy
3 Review and update remuneration strategy	3.1 Consult managers and employees about the effectiveness of the remuneration strategy 3.2 Amend strategy and plans as necessary to meet organisational policies and legal requirements

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.4, 2.1-2.3, 2.5, 2.6, 3.2	• Evaluates and integrates facts and ideas to construct meaning from a range of text types

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Writing	1.2, 1.3, 1.5, 2.2, 2.3. 3.2	• Develops complex material for specific audiences using clear language and appropriate structure to convey explicit information, requirements and recommendations
Oral Communication	1.4, 1.5, 3.1	• Draws on a repertoire of open questioning and active listening skills when consulting others • Uses appropriate terminology and non-verbal features to present information or clarify understanding
Numeracy	1.1, 2.3, 2.4, 2.6,	• Analyses numerical information to determine employee remuneration and benefits according to a clear set of parameters
Navigate the world of work	1.2, 1.4, 1.6, 2.3-2.6, 3.2	• Adheres to relevant organisational policies, procedures and legislative requirements • Considers own role in terms of its contributions to broader goals of the work environment
Interact with others	1.4, 1.5, 3.1	• Uses effective presentation and collaboration skills to show options, negotiate agreement and gain feedback on policies
Get the work done	1.1, 1.3, 2.2, 2.3, 3.2	• Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others, taking into account capabilities, efficiencies and effectiveness • Applies systematic and analytical processes to determine appropriate models of remuneration and benefits for particular occupational groups and individuals • Uses evaluation and analysis of feedback to decide on improvements to strategy

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBHRM505 Manage remuneration and employee benefits	BSBHRM505B Manage remuneration and employee benefits	Updated to meet Standards for Training Packages	Equivalent unit

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBHRM505 Manage remuneration and employee benefits

Modification History

Release	Comments
Release 2	This version first released with BSB Business Services Training Package Version 1.1. Version created to correct mapping table information
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- develop remuneration strategies for different occupational groups
- manage remuneration and benefits in accordance with all legislative and ethical requirements and operational policies
- apply awards and agreements to remuneration processes
- apply requirements of the Australian Taxation Office in relation to income tax, superannuation reporting, FBT and bonus payments.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline remuneration principles or models and approaches
- explain the ethical practices relating to remuneration and benefits strategies
- outline various remuneration or employee benefits
- describe ways to position an organisation an 'employer of choice'
- outline award structures for industrial agreements
- summarise organisational policies and procedures affecting remuneration strategies
- identify relevant legislation, regulations and standards that may affect remuneration strategies
- list the requirements of the Australian Taxation Office in relation to:

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- income tax
- superannuation reporting
- FBT and bonus payments.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the workforce development – human resource development field of work and include access to:

- an appropriate range of documentation and resources normally used in the workplace
- organisational policies and procedures
- relevant legislation, regulations and codes of practice
- business technology.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBHRM513 Manage workforce planning

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to manage planning in relation to an organisation's workforce including researching requirements, developing objectives and strategies, implementing initiatives and monitoring and evaluating trends.

It applies to individuals who are human resource managers or staff members with a role in a policy or planning unit that focuses on workforce planning.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Workforce Development – Human Resource Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Research workforce requirements	1.1 Review current data on staff turnover and demographics 1.2 Assess factors that may affect workforce supply 1.3 Establish the organisation's requirements for a skilled and diverse workforce
2 Develop workforce objectives and strategies	2.1 Review organisational strategy and establish aligned objectives for modification or retention of the workforce 2.2 Consider strategies to address unacceptable staff turnover, if

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ELEMENT	PERFORMANCE CRITERIA
	required 2.3 Define objectives to retain required skilled labour 2.4 Define objectives for workforce diversity and cross-cultural management 2.5 Define strategies to source skilled labour 2.6 Communicate objectives and rationale to relevant stakeholders 2.7 Obtain agreement and endorsement for objectives and establish targets 2.8 Develop contingency plans to cope with extreme situations
3 Implement initiatives to support workforce planning objectives	3.1 Implement action to support agreed objectives for recruitment, training, redeployment and redundancy 3.2 Develop and implement strategies to assist workforce to deal with organisational change 3.3 Develop and implement strategies to assist in meeting the organisation's workforce diversity goals 3.4 Implement succession planning system to ensure desirable workers are developed and retained 3.5 Implement programs to ensure workplace is an employer of choice
4 Monitor and evaluate workforce trends	4.1 Review workforce plan against patterns in exiting employee and workforce changes 4.2 Monitor labour supply trends for areas of over- or under-supply in the external environment 4.3 Monitor effects of labour trends on demand for labour 4.4 Survey organisational climate to gauge worker satisfaction 4.5 Refine objectives and strategies in response to internal and external changes and make recommendations in response to global trends and incidents 4.6 Regularly review government policy on labour demand and supply 4.7 Evaluate effectiveness of change processes against agreed objectives

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Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 1.3, 2.1, 4.6	• Interprets and critically analyses organisational strategy and data on staff turnover and demographics
Writing	1.3, 2.1, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8, 3.2, 3.3, 4.5	• Uses broad vocabulary, grammatical structure and conventions appropriate to audience and context to develop strategies, plans or reports
Oral communication	2.6, 2.7	• Conveys information using language, format and style appropriate to a specific audience
Numeracy	4.2, 4.3, 4.4	• Extracts and evaluates the mathematical information and applies mathematical and problem-solving strategies when monitoring labour trends and surveying organisational climate
Navigate the world of work	2.1, 2.7, 3.2, 3.3	• Understands and interprets organisational goals r to develop processes, objectives or strategies relevant to own role requirements
Interact with others	2.6, 2.7	• Selects and implements appropriate communication protocols to liaise with personnel in a range of work contexts
Get the work done	1.1, 2.1, 2.8, 3.1 -3.5, 4.1- 4.7	• Sequences and schedules complex activities, monitors implementation and manages relevant communication when researching requirements and developing workforce objectives and strategies • Makes a range of critical and non-critical decisions in relatively complex situations, taking a range of constraints into account when assessing factors affecting workforce supply • Anticipates potential problems and uses analytical or lateral thinking processes to formulate contingency plans • Uses a range of digital tools to collect data, and to extract, organise and share information

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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBHRM513 Manage workforce planning	BSBHRM513A Manage workforce planning	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBHRM513 Manage workforce planning

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- review and interpret information from a range of internal and external sources to identify:
  - current staff turnover and demographics
  - labour supply trends factors that may affect workforce supply
  - organisation's workforce requirements objectives and strategies
- manage workforce planning including developing, implementing, monitoring and reviewing strategies to meet workforce needs
- review relevant trends and supply and demand factors that will impact on an organisation's workforce
- develop a workforce plan that includes relevant research and specific strategies to ensure access to a skilled and diverse workforce.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain current information about external labour supply relevant to the specific industry or skill requirements of the organisation
- outline industrial relations relevant to the specific industry
- describe labour force analysis and forecasting techniques.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the workforce development – human resource development field of work and include access to:

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- an appropriate range of documentation and resources normally used in the workplace
- organisational strategic and operational plans
- organisational policies and procedures
- business technology.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBHRM604 Manage employee relations

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge to develop and maintain a positive and productive workplace environment. It covers all aspects of employee relations impacting on managers at the strategic level.

It applies to individuals who are non-specialist human resource managers and covers a broad range of employee relations activities.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Workforce Development – Human Resource Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Implement employee relations strategy and policies for own work area	1.1 Ensure employee relations strategy is consistent with organisational strategic objectives 1.2 Develop strategies and policies through the application of a risk management approach and extensive consultation and participation by relevant groups and individuals 1.3 Ensure strategy and policies take account of equal opportunity, family/work relationships and promote the absence of discrimination and/or harassment

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ELEMENT	PERFORMANCE CRITERIA
	1.4 Develop risk management strategies which take account of the withdrawal of labour and other potential outcomes of disputes 1.5 Identify any potential areas of conflict and ensure strategies and policies take account of the objectives of relevant groups and individuals
2 Build and maintain a productive culture	2.1 Negotiate awards, agreements, and contracts which balance organisational objectives and employee rights and obligations 2.2 Identify and meet all legal and organisational requirements within the conditions of employment 2.3 Undertake regular and timely consultation and communication with individuals and relevant groups 2.4 Develop policies and practices to facilitate employee recruitment, retention and satisfaction 2.5 Provide induction programs and training to develop competence and confidence and to ensure work is performed safely and effectively 2.6 Provide opportunities for employees to understand their role and how it contributes to the achievement of organisational objectives 2.7 Develop, regularly review and update individual and team development plans 2.8 Evaluate and revise employee relations policies regularly
3 Resolve employee relations problems	3.1 Establish processes for early intervention to identify and minimise problems or grievances 3.2 Communicate problem solving processes to, and obtain support from, all relevant groups and individuals 3.3 Provide training to develop competence in conflict management, negotiation and dispute resolution 3.4 Obtain specialist advice where appropriate or where formal hearings are required 3.5 Ensure processes are fair, equitable and consistent with all relevant awards agreements and legislation 3.6 Ensure problem solving processes provide for external mediation and conciliation, and arbitration where appropriate
4 Manage diversity	4.1 Develop plans for the promotion of diversity within the organisation 4.2 Openly promote diversity and its benefits within the organisation 4.3 Develop education and communication plans to promote and

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ELEMENT	PERFORMANCE CRITERIA
	encourage diversity 4.4 Develop and implement processes to deal with events which inhibit the organisation from meeting its diversity objectives

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.5, 2.1-2.8, 3.1, 3.3, 3.5, 3.6 4.1, 4.3, 4.4	• Identifies and interprets relevant information and ideas in a range of complex texts relating to employee relations • Recognises relevant information within job specifications and work processes
Writing	1.1-1.5, 2.1, 2.4, 2.7, 2.8, 3.1, 3.2, 3.3, 4.1, 4.3, 4.4	• Demonstrates sophisticated writing skills by selecting appropriate conventions and stylistic devices to express precise meaning to manage employee relations
Oral Communication	1.2, 2.1, 2.3, 2.5, 2.6, 3.2, 3.3, 3.4, 4.2	• Presents information and opinions using language and non-verbal features appropriate to audience • Uses verbal and listening skills to obtain specialist advice as well as promoting diversity within the organisation
Numeracy	1.2, 1.4, 2.2	• Selects and interprets mathematical information embedded in a range of tasks and texts
Navigate the world of work	1.1, 1.2, 1.3, 1.4, 1.5, 2.2, 2.4, 2.6, 2.8, 3.5	• Works autonomously making high level decisions to achieve and improve organisational goals • Takes a lead role in the development of organisational goals, roles and responsibilities • Develops and implements strategies that ensure organisational policies, procedures and regulatory requirements are being met • Monitors and reviews the organisations policies, procedures and adherence to legislative requirements to implement and manage change
Interact with others	1.2, 1.3, 1.5, 2.1, 2.3, 2.5-2.7, 3.1-3.4, 3.6, 4.2, 4.4	• Selects and uses appropriate conventions and protocols when communicating with staff at various levels • Influences and fosters a collaborative culture

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		facilitating a sense of commitment and workplace cohesion • Shares knowledge, information and experience openly as an integral part of the working relationship • Understands diversity and seeks to integrate diversity into the work context • Recognises potential for conflict and, working with others, develops organisational processes to deal with conflict
Get the work done	1.1-1.5, 2.4, 2.5, 3.1, 3.3-3.6, 4.1-4.4	• Sequences and schedules a range of complex activities, monitors implementation and manages relevant communication • Makes high impact decisions in a complex and diverse environment, using input from a range of sources • Anticipates potential problems and formulates plans to deal with them, as they arise • Gathers and analyses data and seeks feedback to improve plans and processes

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBHRM604 Manage employee relations	BSBHRM604A Manage employee relations	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBHRM604 Manage employee relations

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- consult with relevant stakeholders to develop, implement, monitor and review employee relations strategies and policies including:
  - diversity
  - recruitment
  - induction
  - training and development
  - performance management
- develop an employee relations risk management strategy
- negotiate employment awards, agreements and contracts
- maintain high standards of performance in respect to equal opportunity and the management of diversity
- manage conflict and early intervention in respect to employee grievances and problems.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify human resource specialist assistance requirements
- describe the principles of relevant industrial agreements
- determine key result areas of the organisation
- outline organisational plans (strategic, tactical and operational) for human resource planning
- identify and summarise organisational policies relating to balancing family/work relationships

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- outline external and internal organisational support services for employees
- explain performance measurement systems utilised within the organisation
- outline relevant legislative and regulatory requirements
- outline staff development strategies
- explain unfair dismissal rules and due process.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the workforce development – human resource development field of work and include access to:

- organisational strategic and operational plans
- workplace policies and procedures
- legislation, regulations, codes of practice and industrial awards relevant to the business
- business technology
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBINN301 Promote innovation in a team environment

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to be an effective and proactive member of an innovative team.

It applies to individuals who play a proactive role in demonstrating, encouraging or supporting innovation in a team environment. The individual may be a team participant or a team leader. Teams may be formal or informal and may comprise a range of personnel.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Creativity and Innovation – Innovation

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Create opportunities to maximise innovation within the team	1.1 Evaluate and reflect on what the team needs and wants to achieve 1.2 Check out information about current or potential team members' work in the context of developing a more innovative team 1.3 Bring people into the team or make suggestions for team members based on what needs to be achieved and the potential for cross fertilising ideas

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ELEMENT	PERFORMANCE CRITERIA
	1.4 Acknowledge, respect and discuss the different ways that people may contribute to building or enhancing the team
2 Organise and agree effective ways of working	2.1 Jointly establish ground rules for how the team will operate 2.2 Agree and communicate responsibilities in ways that encourage and reinforce team-based innovation 2.3 Agree and share tasks and activities to ensure the best use of skills and abilities within the team 2.4 Plan and schedule activities to allow time for thinking, challenging and collaboration 2.5 Establish personal reward and stimulation as an integral part of the team's way of working
3 Support and guide colleagues	3.1 Model behaviour that supports innovation 3.2 Seek external stimuli and ideas to feed into team activities 3.3 Proactively share information, knowledge and experiences with other team members 3.4 Challenge and test ideas within the team in a positive and collaborative way 3.5 Proactively discuss and explore ideas with other team members on an ongoing basis
4 Reflect on how the team is working	4.1 Debrief and reflect on activities and on opportunities for improvement and innovation 4.2 Gather and use feedback from within and outside the team to generate discussion and debate 4.3 Discuss the challenges of being innovative in a constructive and open way 4.4 Take ideas for improvement, build them into future activities and communicate key issues to relevant colleagues 4.5 Identify, promote and celebrate successes and examples of successful innovation

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

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Skill	Performance Criteria	Description
Reading	1.2, 4.2	• Interprets and analyses textual information, from a wide range of sources, to identify information relevant to team activities
Writing	2.2, 3.3, 4.4	• Uses clear language and formats appropriate for the audience to highlight and present specific information
Oral Communication	1.2, 1.3, 1.4, 2.1, 2.2, 3.5, 4.1, 4.2, 4.3, 4.4, 4.5	• Actively participates in verbal exchanges of ideas and elicits the views and opinions of team members by listening and questioning • Uses clear language to clarify rules and roles relating to team activities in formal and informal situations
Numeracy	1.2, 4.2	• Interprets numeric information relevant to team activities
Navigate the world of work	1.1, 3.1, 3.2, 3.5	• Understands the nature and purpose of own role and how it affects others in the work context
Interact with others	1.1-1.4, 2.1, 2.2, 3.1, 3.2, 3.4, 3.5, 4.1, 4.2, 4.4, 4.5	• Uses inclusive techniques to initiate, contribute and promote discussion amongst potentially diverse team members • Recognises the importance of establishing and building effective working relationships • Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role
Get the work done	1.3, 1.4, 2.2, 2.4, 2.5, 3.2, 3.4, 4.2, 4.4, 4.5	• Plans, sequences and prioritises tasks for efficient and effective outcomes • Contributes to continuous improvement of current work practices by applying basic principles of analytical and lateral thinking • Uses problem-solving processes to address less predictable problems, and when appropriate, seeking input from others • Reflects on outcomes and further explores own and the team’s role in implementing innovation

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status

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Code and title current version	Code and title previous version	Comments	Equivalence status
BSBINN301 Promote innovation in a team environment	BSBINN301A Promote innovation in a team environment	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBINN301 Promote innovation in a team environment

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- apply practices that promote innovation within a team including:
  - modelling open and respectful communications
  - contributing to the make-up and rules of the team
  - planning and scheduling of activities
  - reflecting on activities, feedback and challenges to identity improvement options
- encourage others to contribute to innovation in the team
- implement improvements and communicate about them.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain what innovation is, the different types of innovation and the benefits of innovation
- describe the internal and external factors that contribute to a team becoming and remaining innovative including:
  - team characteristics
  - the role of group dynamics and diversity
  - broader environmental factors
- explain how activities can encourage or hinder innovation in a team including:
  - allocation of time and activities
  - modelling behaviour
  - rewards and recognition
  - communications

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- feedback.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the creativity and innovation and include access to:

- workplace documents
- case studies and, where possible, real situations
- office equipment and resources
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBITS401 Maintain business technology

Modification History

Release	Comments
Release 2	This version first released with BSB Business Services Training Package Version 1.1. Version created to correct mapping table information
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to maintain the effectiveness of business technology in the workplace. It includes maintaining existing technology and planning for future technology requirements.

It applies to individuals with a broad knowledge of business technology who may be required to contribute well-developed skills in creating solutions to maintenance and upgrade issues with existing technology. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.

No licensing, legislation or certification requirements apply to this unit at the time of publication.

Unit Sector

Information and Communications Technology – IT Support

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Maintain performance of hardware and software	1.1 Monitor and evaluate system effectiveness to ensure it meets organisational and system requirements

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ELEMENT	PERFORMANCE CRITERIA
	1.2 Use operating system, drive and disk structure, reports and files to identify performance problems 1.3 Maintain disk drives and peripherals according to manufacturers' and organisational requirements 1.4 Replace consumables in accordance with manufacturers' and organisational requirements
2. Provide basic system administration	2.1 Carry out system back-up procedure at regular intervals according to organisational and system requirements 2.2 Install and operate software applications in accordance with developers' and organisational requirements 2.3 Maintain and update security access procedures in line with organisational requirements 2.4 Ensure that licences for use of software are used, checked and recorded in accordance with organisational requirements 2.5 Regularly maintain and update virus programs in accordance with organisational requirements
3. Identify future technology requirements	3.1 Maintain knowledge of current and new technology by regularly accessing sources of information 3.2 Identify and develop improved technology systems using feedback from clients and colleagues 3.3 Assess existing technology against newly available technology to determine future needs and priorities 3.4 Identify and select new technologies to achieve and maintain continuous organisational development 3.5 Obtain management and budget approval for new selected technologies

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.4, 2.1-2.5, 3.1-3.4	• Gathers, analyses and interprets a range of textual information from a variety of sources and identifies

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		relevant information
Writing	2.3, 2.4, 3.5	• Produces texts of varying complexity using appropriate language and logical structure to record and convey information
Navigate the world of work	1.1, 1.3, 1.4, 2.1-2.5	• Complies with organisational policies and legal responsibilities related to own work
Get the work done	1.1-1.4, 2.1-2.5, 3.1-3.5	• Plans, implements and monitors tasks required to achieve required outcomes • Takes responsibility for the outcomes of routine decisions directly related to own role • Recognises and takes responsibility for addressing predictable and some less predictable problems in familiar work contexts • Understands the purposes, specific functions and key features of common digital systems and tools and operates them effectively to complete routine tasks • Identifies innovations by monitoring trends from other contexts

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBITS401 Maintain business technology	BSBITS401B Maintain business technology	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBITS401 Maintain business technology

Modification History

Release	Comments
Release 2	This version first released with BSB Business Services Training Package Version 1.1. Version created to correct mapping table information
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- install software and hardware and maintain performance according to manufacturers' and organisational requirements
- organise and access software, materials and consumables
- maintain and update technology and security systems.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline the costs and benefits of technology maintenance
- describe the general features and capabilities of current industry-accepted hardware and software products
- explain the importance of:
  - back-up and security procedures
  - maintenance and diagnostic procedures
  - licensing, installation and purchasing procedures.

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Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the information and communications technology – IT support field of work and include access to:

- case studies and, where possible, real situations
- office equipment and resources
- examples of technology maintenance and security procedures.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBITS411 Maintain and implement digital technology

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 3.0.

Application

This unit describes the skills and knowledge required to maintain the effectiveness of digital technology in the workplace. It includes maintaining existing technology, planning for future technology requirements, and identifying opportunities to improve workplace effectiveness and efficiency by introducing new digital technologies.

It applies to individuals with a broad knowledge of digital business technologies who may be required to contribute well-developed skills in creating solutions to maintenance and upgrade issues with existing digital technology. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.

No licensing, legislation or certification requirements apply to this unit at the time of publication.

Unit Sector

Information and Communications Technology – IT Support

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Maintain performance of existing digital technologies	1.1 Monitor and evaluate system effectiveness to ensure it meets organisational and system requirements 1.2 Use operating system, available software, web-based tools, and relevant applications to identify performance problems

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ELEMENT	PERFORMANCE CRITERIA
	1.3 Maintain digital technologies according to organisational requirements by troubleshooting solutions to diagnose issues
2. Maintain security and functionality of data and digital technologies	2.1 Carry out system back-up procedure at regular intervals according to organisational and system requirements 2.2 Install and operate software and other digital applications in accordance with developers' and organisational requirements 2.3 Identify sources of risk to digital security in line with organisational policies and requirements 2.3 Maintain and update digital security access procedures in line with organisational requirements 2.4 Ensure that licences for use of software are used, checked and recorded in accordance with organisational requirements
3. Identify future technology requirements and opportunities	3.1 Identify available and upcoming digital technology solutions by accessing relevant sources of information 3.2 Assess existing digital technologies against newly available and upcoming digital technology solutions to determine future needs, opportunities, and priorities 3.3 Identify and select new digital technologies to achieve and maintain continuous organisational development in line with organisational strategies 3.4 Develop and implement improved digital technology systems based on feedback from clients and colleagues, in line with organisational policies and requirements 3.5 Obtain management and budget approval for new selected technologies

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	• Gathers, analyses and interprets a range of textual information from a variety of sources and identifies relevant information
Writing	• Produces texts of varying complexity using appropriate language and logical structure to record and convey information
Navigate the	• Complies with organisational policies and legal responsibilities

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world of work	related to own work
Get the work done	• Plans, implements and monitors tasks required to achieve required outcomes • Takes responsibility for the outcomes of routine decisions directly related to own role • Recognises and takes responsibility for addressing predictable and some less predictable problems in familiar work contexts • Understands the purposes, specific functions and key features of common digital systems and tools and operates them effectively to complete routine tasks • Identifies innovations by monitoring trends from other contexts

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBITS411 Maintain and implement digital technology	BSBITS401 Maintain business technology	Updates to title, application statement, elements, performance criteria and assessment requirements	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBITS411 Maintain and implement digital technology

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 3.0.

Performance Evidence

Evidence of the ability to:

- identify and resolve system issues using a range of digital diagnostic tools
- perform routine system maintenance, including carrying out back-up procedures and software/application installation
- identify a range of risks to digital security and steps required to minimise/eliminate such risk
- develop and implement improved digital technology systems, drawing on research of available and upcoming digital technology solutions.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

The candidate must be able to demonstrate the following knowledge to effectively complete the tasks outlined in the elements and performance criteria of this unit, and to manage tasks and reasonably foreseeable contingencies in the context of the work role.

- Key features, capabilities, and limitations of current industry-accepted digital technology solutions
- Key features and limitations of existing organisational digital technologies, including software licences
- Key features of organisational policies and requirements related to digital security
- Key features of organisational commercial strategy relevant to digital technology
-

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Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the information and communications technology – IT support field of work and include access to:

- case studies and, where possible, real situations
- office equipment and resources
- examples of technology maintenance and security procedures.

Assessors of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBITU309 Produce desktop published documents

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 2.0. Version created to correct typographical error
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to design and produce desktop published documents.

It applies to individuals who work in a range of environments, which may include providing administrative support within an enterprise, or who may be technical or knowledge experts responsible for production of their own documents.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Information and Communications Technology – IT Use

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Prepare to produce desktop published documents	1.1 Use safe work practices including addressing ergonomic requirements and using work organisation strategies 1.2 Use energy and resource conservation techniques

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ELEMENT	PERFORMANCE CRITERIA
	1.3 Identify document purpose, audience and presentation requirements, and clarify with relevant personnel as required 1.4 Identify organisational and task requirements for desktop published documents to ensure consistency of style and image
2. Set up desktop published document	2.1 Design content structure and layout to ensure information and graphics are arranged according to related topics and in logical sequences 2.2 Select appropriate formatting and create templates or master pages to ensure consistency of design and layout 2.3 Confirm layout with appropriate person
3. Create desktop published document	3.1 Prepare, format and enter required text 3.2 Import text from other applications and resolve any formatting issues 3.3 Scan or import graphics from other applications and resolve any formatting issues 3.4 Arrange text and graphics according to organisational and task requirements
4. Finalise desktop published document	4.1 Review text for possible errors and omissions, and resolve any issues 4.2 Check page order, structure and linkages 4.3 Produce completed document in required format 4.4 Name and store text documents, in accordance with organisational requirements and exit application without information loss/damage 4.5 Prepare text documents within designated timelines and organisational requirements for speed and accuracy 4.6 Use manuals, user documentation and online help to overcome problems with document design and production

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance	Description

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	Criteria	
Reading	1.3, 1.4, 3.3, 3.4, 4.1, 4.2, 4.6	• Recognises and interprets diagrammatical and textual information from a range of sources to determine and adhere to requirements • Applies strategies to self-correct and verify clarity and conformity of information
Writing	2.1, 2.2, 3.1-3.4, 4.1-4.3, 4.5	• Enters and amends routine data using a format appropriate to requirements • Develops documents using required format, accurate spelling and grammar, and organises content to support purpose and audience of material, using clear and logical language
Oral Communication	1.3, 2.3	• Confirms requirements with relevant personnel using specific terminology and listening and questioning techniques to confirm understanding
Navigate the world of work	1.3, 1.4, 2.1, 2.2, 3.4, 4.3-4.5	• Recognises and follows explicit and implicit protocols and meets expectations associated with own role
Interact with others	1.3, 2.3	• Collaborates with others to achieve joint outcomes
Get the work done	2.1, 2.2, 3.1-3.4, 4.1-4.6	• Recognises and responds to routine problems in context of own work • Uses advanced features within applications to access, store, organise data and perform routine and complex work tasks

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBITU309 Produce desktop published documents Release 2	BSBITU309 Produce desktop published documents Release 1	Updated to correct typographical error	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBITU309 Produce desktop published documents

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 2.0. Version created to correct typographical error
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- follow organisational and safe work practices including:
  - ergonomic requirements
  - energy and resource conservation techniques
- adhere to organisational requirements by:
  - ensuring consistency of style and image
  - logically sequencing data
  - producing documents within designated timelines
  - naming and storing documents
- adhere to task requirements when producing documents including:
  - applying consistent formatting
  - using appropriate templates and master pages
  - using correct layouts
- resolve any issues including:
  - formatting issues
  - errors and omissions
  - problems with design or production
- use appropriate data storage options
- apply knowledge of functions and features of contemporary computer applications
- communicate with relevant personal.

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Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify energy and resource conservation techniques
- outline organisational requirements for ergonomics, work periods and breaks
- describe contents and purpose of organisational style guides
- explain purposes, uses and functions of desktop publishing software
- outline various formatting styles and their effect on formatting, readability and appearance of documents.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the information and communications technology – IT use field of work and include access to:

- organisational policies and procedures
- relevant workplace documentation and resources
- industry software packages and user instructions.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBLDR402 Lead effective workplace relationships

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit defines skills, knowledge and outcomes required to use leadership to promote team cohesion. It includes motivating, mentoring, coaching and developing the team and forming the bridge between the management of the organisation and team members.

This unit applies to team leaders, supervisors and new or emerging managers where leadership plays a role in developing and maintaining effective workplace relationships. It applies in any industry or community context.

At this level work will normally be carried out within routine and non-routine methods and procedures, which require planning and evaluation and leadership and guidance of others.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership - Leadership

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Collect, analyse and communicate information and ideas	1.1 Collect relevant information from appropriate sources and analyse and share with the work team to improve work performance 1.2 Communicate ideas and information in a manner which is appropriate and sensitive to the cultural and social diversity of the

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ELEMENT	PERFORMANCE CRITERIA
	audience and any specific needs 1.3 Lead consultation processes to encourage employees to contribute to issues related to their work, and promptly relay feedback to the work team in regard to outcomes 1.4 Seek and value contributions from internal and external sources in developing and refining new ideas and approaches 1.5 Implement processes to ensure that issues raised are resolved promptly or referred to relevant personnel as required
2. Develop trust and confidence as leader	2.1 Treat all internal and external contacts with integrity, respect and empathy 2.2 Use the organisation's social, ethical and business standards to develop and maintain effective relationships 2.3 Gain and maintain the trust and confidence of colleagues, customers and suppliers through competent performance 2.4 Adjust interpersonal styles and methods to meet organisation's social and cultural environment 2.5 Lead and encourage other members of the work team to follow examples set according to organisation's policies and procedures
3. Develop and maintain networks and relationships	3.1 Use networks to identify and build relationships 3.2 Use networks and other work relationships to provide identifiable benefits for the team and organisation
4. Manage difficulties into positive outcomes	4.1 Identify and analyse difficulties and take action to rectify the situation within the requirements of the organisation and relevant legislation 4.2 Guide and support colleagues to resolve work difficulties 4.3 Regularly review and improve workplace outcomes in consultation with relevant personnel 4.4 Manage poor work performance within the organisation's processes 4.5 Manage conflict constructively within the organisation's processes

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

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Skill	Performance Criteria	Description
Reading	1.1	• Collects, analyses and evaluates textual information from a range of resources to inform improvement strategies
Oral Communication	1.2, 1.3, 2.4, 2.5, 4.2	• Selects or adjusts communication style to maintain effectiveness of interaction and build and maintain engagement consistent with organisational requirements
Navigate the world of work	2.2, 2.5, 4.1, 4.4, 4.5	• Recognises and follows legislative and organisational requirements relevant to own role
Interact with others	1.1-1.4, 2.1, 2.3, 2.5, 3.1, 3.2, 4.2, 4.5	• Selects and uses appropriate conventions and protocols when communicating with diverse stakeholders • Adapts personal communication style to build trust and positive working relationships and to show respect for the opinions, values and particular needs of others • Plays a lead role in situations requiring effective collaboration, demonstrating conflict resolution skills and ability to engage and motivate others
Get the work done	1.1, 1.5, 4.1, 4.3	• Plans and implements activities and processes to manage and review work performance • Systematically gathers and analyses all relevant information to formulate and evaluate possible solutions to difficulties

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBLDR402 Lead effective workplace relationships	BSBWOR401A Establish effective workplace relationships	Updated to meet Standards for Training Packages Title change Minor edits to clarify intent of performance criteria	Equivalent unit

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBLDR402 Lead effective workplace relationships

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- access and analyse information to achieve planned outcomes
- apply techniques for resolving problems and conflicts and dealing with poor performance within organisational and legislative requirements
- review and improve workplace outcomes in consultation with relevant personnel
- adjust interpersonal style and communications to respond to cultural and social diversity
- apply relationship management and communication skills with a range of people that:
  - demonstrate integrity, respect, empathy and cultural sensitivity and promote trust
  - forge effective relationships with internal and/or external people and help to maintain these networks
  - encourage participation and foster contribution of and respect for ideas and feedback
  - provide support to colleagues to resolve difficulties.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- give examples of how work relationships, and the cultural and social environment, can support or hinder achieving planned outcomes
- explain techniques for developing positive work relationships and building trust and confidence in a team including interpersonal styles, communications, consultation, cultural and social sensitivity, networking
- explain the impact of legislation and organisational policies on workplace relationships
- describe a range of methods and techniques for communicating information and ideas to a range of stakeholders
- outline problems solving methods

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- explain methods to resolve workplace conflict
- explain methods to manage poor work performance
- explain how to monitor, analyse and introduce ways to improve work relationships.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- relevant legislation, regulations, standards and codes
- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBLDR403 Lead team effectiveness

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit defines skills, knowledge and outcomes required to plan and supervise the performance of the team and develop team cohesion.

It applies team leaders, supervisors and new emerging managers who have an important leadership role in the development of efficient and effective work teams.

Leaders at this level also provide leadership for the team and bridge the gap between the management of the organisation and the team members. As such they must 'manage up' as well as manage their team/s.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership - Leadership

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Plan to achieve team outcomes	1.1 Lead the team to identify, establish and document team purpose, roles, responsibilities, goals, plans and objectives in consultation with team members 1.2 Engage team members to incorporate innovation and

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ELEMENT	PERFORMANCE CRITERIA
	productivity measures in work plans 1.3 Lead and support team members in meeting expected outcomes
2. Lead team to develop cohesion	2.1 Provide opportunities for input of team members into planning, decision making and operational aspects of work team 2.2 Encourage and support team members to take responsibility for own work and to assist each other in undertaking required roles and responsibilities 2.3 Provide feedback to team members to encourage, value and reward individual and team efforts and contributions 2.4 Recognise and address issues, concerns and problems identified by team members or refer to relevant persons as required 2.5 Model expected behaviours and approaches
3. Participate in and facilitate work team	3.1 Actively encourage team members to participate in and take responsibility for team activities and communication processes 3.2 Give the team support to identify and resolve problems which impede its performance 3.3 Ensure own contribution to work team serves as a role model for others and enhances the organisation's image within the work team, the organisation and with clients/customers
4. Liaise with management	4.1 Maintain open communication with line manager/management at all times 4.2 Communicate information from line manager/management to the team 4.3 Communicate unresolved issues, concerns and problems raised by the team/team members to line manager/management and ensure follow-up action is taken 4.4 Communicate unresolved issues, concerns and problems related to the team/team members raised by line managers/management to the team and ensure follow-up to action is taken

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance	Description

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	Criteria	
Writing	1.1, 4.2	• Prepares workplace plans that communicate intent and elicits feedback clearly and effectively
Oral communication	1.1, 1.3, 2.2, 2.3, 3.1, 3.2, 4.2-4.4	• Engages in discussions or provides information using structure and language appropriate to the audience and situation
Interact with others	1.1-1.3, 2.1-2.5, 3.1, 3.3, 4.1	• Selects and uses appropriate conventions and protocols when communicating with team members • Adapts personal communication style to model required behaviours, build trust and positive working relationships and to show respect for the opinions and values of others • Plays a lead role in situations requiring effective collaboration, demonstrating conflict resolution skills and ability to engage and motivate others
Get the work done	1.1-1.3, 3.2	• Develops, implements and monitors plans and processes to ensure team engagement and effectiveness • Uses formal analytical thinking techniques to identify issues and generate possible solutions, seeking input from others as required

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBLDR403 Lead team effectiveness	BSBWOR402A Promote team effectiveness	Updated to meet Standards for Training Packages Title change Minor edits to clarify intent of performance criteria	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBLDR403 Lead team effectiveness

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- apply knowledge of organisational goals, objectives and plans
- develop a team work plan including documentation of how it was generated and how it will be monitored
- identify and incorporate innovation and productivity measures into a team work plan
- communicate with team members and management to identify and establish the team purpose, roles, responsibilities, goals plans and objectives and resolve problems
- use techniques to consult, encourage, support and provide feedback to team members
- model team leadership behaviours and approaches
- liaise with management to develop the teamwork plan, resolve issues and ensure follow-up action is taken.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must explain principles and techniques associated with:

- delegation and work allocation
- goal setting
- group dynamics and processes
- individual behaviour and difference
- leadership styles
- motivation
- negotiation
- problem solving
- planning

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- workplace innovation
- workplace productivity.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- information about the organisation, including organisational structure, goals, objectives and plans
- case studies, and where possible, real situations
- workplace equipment and resources
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBLDR503 Communicate with influence

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to present and negotiate persuasively, lead and participate in meetings and make presentations to customers, clients and others.

It applies to managers and leaders who identify, analyse, synthesise and act on information from a range of sources, and who deal with unpredictable problems. They use initiative and judgement to organise the work of self and others and plan, evaluate and co-ordinate the work of teams.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership - Leadership

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Communicate clearly	1.1 Confirm the authority or mandate to present business views or position 1.2 Respect protocols and confidentiality of information 1.3 Clarify the audience information needs and prepare a position 1.4 Use language that is appropriate for the audience 1.5 Use active listening to seek stakeholder and other organisation

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ELEMENT	PERFORMANCE CRITERIA
	input and achieve a balanced exchange of views 1.6 Seek immediate feedback to ensure that the views expressed by all stakeholders have been understood
2. Present and negotiate persuasively	2.1 Identify key individuals and target groups for their value to advance the business interests 2.2 Prepare realistic positions and supporting arguments in advance in anticipation of the likely expectations and tactics of others 2.3 Respect values, concerns and views of others and keep lines of communication open 2.4 Acknowledge differences of opinion to encourage the rigorous examination of all options 2.5 Use a variety of communication styles to present business positions to best effect 2.6 Seek mutually beneficial solutions by establishing areas of common ground and potential compromise 2.7 Keep negotiations focused on key issues and moving forward towards a final resolution 2.8 Adhere to agreements in order to maintain the credibility and trust of others
3. Participate in and lead, meetings effectively	3.1 Identify the need for meetings and program meetings in response to the need 3.2 Use an agenda and efficient, inclusive meeting procedures to maximise participation and maintain order 3.3 Prepare summaries of key issues and possible options disseminated in advance 3.4 Achieve agreed outcomes in the available time by co-operating with and seeking consensus and compromise 3.5 Outcomes of meetings are promptly summarised for action and distributed to stakeholders, as required
4. Make presentations at meetings, forums and conferences	4.1 Select appropriate forums to present business positions to best effect 4.2 Obtain reliable information and advice to prepare appropriate presentations. 4.3 Adapt language, explanations, media and information/entertainment balance to meet the needs of the audience 4.4 Respond to questions openly and honestly

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Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Writing	2.2, 3.3, 3.5, 4.2	• Prepares documentation that accurately summarises key findings or outcomes for own use and for distribution to others • Prepares presentations appropriate to audience needs, context and purpose
Oral Communication	1.4, 1.5, 1.6, 2.5	• Selects appropriate and engaging vocabulary adjusting language and presentation features to maintain effectiveness of interaction • Uses active listening and questioning to seek information and confirm understanding
Navigate the world of work	1.2	• Understands the implications of legal and ethical responsibilities to maintain confidentiality
Interact with others	1.1-1.6, 2.3, 2.4, 2.8, 4.3, 4.4	• Demonstrates sophisticated control over oral, visual and/or written formats, drawing on a range of communication practices to achieve goals • Selects and uses appropriate conventions and protocols when communicating with team members • Adapts personal communication style to build trust and positive working relationships and to show respect for the opinions and values of others • Plays a lead role in situations requiring effective negotiation and collaboration, demonstrating high level conflict resolution skills and ability to engage and motivate others
Get the work done	2.1, 2.2, 2.6, 3.1-3.5, 4.1, 4.2	• Plans, organises and implements complex tasks required to achieve required outcomes • Uses analytical processes to evaluate options, and aid in problem-solving and decision-making

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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBLDR503 Communicate with influence	Not applicable	New unit	No equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBLDR503 Communicate with influence

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- negotiate and present persuasively
- communicate clearly with business associates, client groups and others to position the business to best effect including listening actively, understanding the information needs of others and adapting communication to suit the audience
- prepare for, participate in, and lead meetings to obtain outcomes
- prepare and make presentations to groups of people including:
  - identifying suitable forums for presentations
  - presenting reliable information
  - designing the presentation to meet the needs of the audience
  - answering questions.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain the business and organisational protocols for the release of information and communicating internally or externally
- explain the requirements to maintain confidentiality in the workplace
- identify industry, media and government organisations, events and communication channels relevant to the organisation
- demonstrate principles of cross-cultural communication
- explain principles of negotiation, mediation, conflict resolution and incident de-escalation
- describe structured and inclusive meeting procedures.

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Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBLED401 Develop teams and individuals

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 2.0. Version created to clarify assessment requirements
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to determine individual and team development needs and to facilitate the development of the workgroup.

It applies to individuals with a broad knowledge of learning and development who apply their skills in addressing development needs to meet team objectives. They may have responsibility to provide guidance or to delegate aspects of tasks to others.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Workforce Development – Learning and Development

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Determine development needs	1.1 Systematically identify and implement learning and development needs in line with organisational requirements 1.2 Ensure that a learning plan to meet individual and group training and development needs is collaboratively developed, agreed to and

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ELEMENT	PERFORMANCE CRITERIA
	implemented 1.3 Encourage individuals to self-evaluate performance and identify areas for improvement 1.4 Collect feedback on performance of team members from relevant sources and compare with established team learning needs
2. Develop individuals and teams	2.1 Identify learning and development program goals and objectives, ensuring a match to the specific knowledge and skill requirements of competency standards relevant to the industry 2.2 Ensure that learning delivery methods are appropriate to the learning goals, the learning style of participants, and availability of equipment and resources 2.3 Provide workplace learning opportunities, and coaching and mentoring assistance to facilitate individual and team achievement of competencies 2.4 Create development opportunities that incorporate a range of activities and support materials appropriate to the achievement of identified competencies 2.5 Identify and approve resources and time lines required for learning activities in accordance with organisational requirements
3. Monitor and evaluate workplace learning	3.1 Use feedback from individuals or teams to identify and implement improvements in future learning arrangements 3.2 Assess and record outcomes and performance of individuals/teams to determine the effectiveness of development programs and the extent of additional development support 3.3 Negotiate modifications to learning plans to improve the efficiency and effectiveness of learning 3.4 Document and maintain records and reports of competency according to organisational requirements

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description

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Learning	1.1-1.4, 2.1-2.4, 3.1, 3.3	• Uses structured approaches to set goals, monitor progress and adjust learning approaches for self and others • Builds on knowledge and experience to facilitate interaction and learning with others
Reading	1.1, 1.2, 1.4, 2.1, 2.2, 2.4, 2.5, 3.1-3.4	• Analyses textual information from a range of sources to identify organisational requirements • Analyses information from a range of sources to evaluate performance
Writing	1.1, 1.2, 1.4, 2.1, 2.5, 3.1-3.4	• Develops materials to suit the requirements of different roles and individuals in the organisation • Maintains records using correct technical and organisational vocabulary
Oral Communication	1.2, 1.3, 1.4, 2.3, 3.1, 3.3	• Uses vocabulary appropriate to context and to establish a supportive and learning environment • Uses listening and questioning techniques to confirm or show understanding of different perspectives
Navigate the world of work	1.1, 2.5, 3.4	• Recognises and responds to explicit and implicit organisational procedures and protocols Understands how own role meshes with others and contributes to broader goals
Interact with others	1.2, 1.3, 1.4, 2.2, 2.3, 3.1, 3.3	• Selects and uses appropriate conventions and protocols when communicating with co-workers in a range of work contexts • Recognises the importance of building rapport to establish effective working relationships • Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group interaction • Negotiates with others to achieve joint/agreeable outcomes playing an active role in facilitating consensus in potentially contentious situations
Get the work done	1.1, 1.2, 1.4, 2.1, 2.2, 2.3, 2.5, 3.1, 3.2, 3.4	• Uses logical planning processes to organise, implement and monitor learning and development needs • Systematically gathers and analyses all relevant information and evaluates options to make informed decisions • Evaluates outcomes of decisions to identify opportunities for improvement

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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBLED401 Develop teams and individuals Release 2	BSBLED401 Develop teams and individuals Release 1	Updated to clarify assessment requirements	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBLED401 Develop teams and individuals

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 2.0. Version created to clarify assessment requirements
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- systematically identify and implement learning opportunities for others
- collect feedback on team and individual performance
- give and receive feedback from team members to encourage participation in and effectiveness of the team
- collaboratively develop learning plans to match skill needs of individuals and groups
- provide mentoring and coaching assistance to teams and individuals
- monitor and review workplace learning.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe facilitation techniques to encourage team development and improvement
- outline organisational policies, plans and procedures for developing teams
- identify career paths and competency standards relevant to the industry.

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Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the workforce learning and development field of work and include access to:

- office equipment and resources
- learning and development plans, policies and procedures
- case studies and, where available, real situations
- interaction with others.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBMGT402 Implement operational plan

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to implement the operational plan by monitoring and adjusting operational performance, planning and acquiring resources and providing reports on performance as required.

It applies to individuals who plan activities to achieve the measurable, stated objectives of the team and the organisation. At this level work will normally be carried out within routine and non-routine methods and procedures which require planning, evaluation, leadership and guidance of others.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Implement operational plan	1.1 Collate, analyse and organise details of resource requirements in consultation with relevant personnel, colleagues and specialist resource managers 1.2 Implement operational plans to contribute to the achievement of organisation's performance/business plan 1.3 Identify and use key performance indicators (KPIs) to monitor

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ELEMENT	PERFORMANCE CRITERIA
	operational performance 1.4 Manage contingencies by adjusting the implementation of the operational plan in consultation with others 1.5 Provide assistance in the development and presentation of proposals for resource requirements in line with operational planning processes
2. Implement resource acquisition	2.1 Recruit and induct employees within organisation's policies, practices and procedures 2.2 Implement plans for acquisition of physical resources and services within organisation's policies, practices and procedures and in consultation with relevant personnel
3. Monitor operational performance	3.1 Monitor performance systems and processes to assess progress in achieving profit/productivity plans and targets 3.2 Analyse and use budget and actual financial information to monitor profit/productivity performance 3.3 Identify unsatisfactory performance and take prompt action to rectify the situation according to organisational policies 3.4 Provide mentoring, coaching and supervision to support individuals and teams to use resources effectively, economically and safely 3.5 Present recommendations for variation to operational plans to the designated persons/groups and gain approval 3.6 Implement systems, procedures and records associated with performance in accordance with organisation's requirements

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Learning	3.4	• Actively reinforces learning by applying new knowledge and skills in mentoring, coaching and supervising others
Reading	1.1-1.5, 2.1, 2.2, 3.1, 3.2, 3.6	• Identifies, interprets, analyses and reviews textual information related to the operational plan and

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		monitoring of operational performance
Writing	1.1-1.5, 2.1, 2.2, 3.2-3.6	• Communicates relationships between ideas and information, matching style of writing to purpose and audience • Researches, plans and prepares workplace documentation for relevant stakeholders using organisational formats
Oral Communication	1.1, 1.4, 1.5, 2.1, 2.2, 3.3, 3.4, 3.5	• Participates in a variety of spoken exchanges with a range of audiences varying structure and language to suit the audience
Numeracy	1.1, 1.2, 1.3, 1.4, 1.5, 2.2, 3.1, 3.2, 3.3	• Selects and uses familiar mathematical techniques to organise timely supply of adequate resources for the operational plan and to use budgetary information to monitor performance
Navigate the world of work	1.5, 2.1, 2.2, 3.3, 3.4, 3.6	• Monitors adherence to organisational policies and procedures and considers own role in terms of its contribution to broader goals of the work environment
Interact with others	1.1, 1.4, 1.5, 2.1, 2.2, 3.3, 3.4, 3.5	• Selects and uses appropriate conventions and protocols when communicating with diverse individuals to build rapport, seek or present information • Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group communication, influencing direction and taking a leadership role on occasion
Get the work done	1.1, 1.2, 1.3, 1.4, 1.5, 2.2, 3.1, 3.2, 3.3, 3.6	• Takes responsibility for planning, organising, implementing and monitoring tasks required to achieve required outcomes • Uses systematic, analytical processes in complex, non-routine situations, setting goals, gathering relevant information and identifying and evaluating options against agreed criteria • Evaluates effectiveness of decisions in terms of how well they met stated goals • Recognises and addresses an increasing range of familiar problems by implementing contingency plans

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBMGT402 Implement	BSBMGT402A Implement	Updated to meet Standards for	Equivalent unit

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Code and title current version	Code and title previous version	Comments	Equivalence status
operational plan	operational plan	Training Packages. Edits to clarify intent of Performance Criteria.	

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBMGT402 Implement operational plan

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- interact with a range of people/groups to identify resource requirements, performance objectives, systems, procedures and records relating to the operational plan
- vary the operational plan and gain approval to deal with contingencies
- monitor operational performance against the performance objectives and budgets and take action to rectify unsatisfactory performance
- plan and acquire physical and human resources using organisation's systems and procedures
- manage and support personnel to achieve performance objectives. including inducting new employees and providing mentoring and coaching
- present information and recommendations to support implementation and variation of the operational plan
- document and provide reports on performance as required by the organisation.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe performance monitoring systems and processes
- describe methods for problem solving
- explain how organisational policies and procedures relate to the operational plan.

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Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- organisational operational plans, policies and procedures
- workplace documentation and resources including budgets, physical and human resource procurement documentation, employee induction and performance monitoring procedures
- case studies and, where possible, real situations.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBMGT403 Implement continuous improvement

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to implement the organisation's continuous improvement systems and processes. It covers using systems and strategies to actively encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements.

It applies to managers who have an active role in implementing the continuous improvement process to achieve the organisation's objectives. Their position is closely associated with the creation and delivery of products and services which means that they have an important role in influencing the ongoing development of the organisation.

At this level, work will normally be carried out within routine and non-routine methods and procedures, which require planning, evaluation, leadership and guidance of others.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Implement continuous improvement systems and	1.1 Implement systems to ensure that individuals and teams are actively encouraged and supported to participate in decision

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ELEMENT	PERFORMANCE CRITERIA
processes	making processes, assume responsibility and exercise initiative 1.2 Communicate the organisation's continuous improvement processes to individuals and teams, and obtain feedback 1.3 Ensure effective mentoring and coaching allows individuals and teams to implement the organisation's continuous improvement processes
2. Monitor and review performance	2.1 Use the organisation's systems and technology to monitor and review progress and to identify ways in which planning and operations could be improved 2.2 Improve customer service through continuous improvement techniques and processes 2.3 Formulate and communicate recommendations for adjustments to those who have a role in their development and implementation
3. Provide opportunities for further improvement	3.1 Implement processes to ensure that team members are informed of savings and productivity/service improvements in achieving the business plan 3.2 Document work performance to aid the identification of further opportunities for improvement 3.3 Manage records, reports and recommendations for improvement within the organisation's systems and processes

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 2.1, 3.2, 3.3	• Evaluates and integrates facts and ideas to construct meaning from a range of text types in an effort to implement continuous improvement systems and processes
Writing	1.1, 1.2, 2.1, 2.2, 2.3, 3.1, 3.2, 3.3	• Selects vocabulary, grammatical structures and conventions appropriate to text • Researches, plans and prepares continuous improvement documentation for relevant stakeholders
Oral	1.2, 1.3, 2.3	• Participates in a variety of spoken exchanges with a range of audiences using structure and language to suit

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Communication		the audience
Navigate the world of work	2.1	• Monitors adherence to organisational policies and procedures and considers own role in terms of its contribution to broader goals of the work environment
Interact the work of others	1.2, 1.3, 2.3, 3.1	• Selects and uses appropriate conventions and protocols when communicating with diverse individuals to seek or share information • Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group communication, influencing direction and taking a leadership role on occasion
Get the work done	1.1, 1.3, 2.1, 2.2, 3.1, 3.2, 3.3	• Takes responsibility for planning and organising own workload to achieve required outcomes • Uses systematic, analytical processes in complex, non-routine situations, setting goals, gathering relevant information and identifying and evaluating options against agreed criteria • Evaluates effectiveness of decisions in terms of how well they meet stated goals • Uses digital applications to access and filter data, extract, organise, integrate and share relevant information • Recognises the potential of new approaches to enhance work practices and outcomes

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBMGT403 Implement continuous improvement	BSBMGT403A Implement continuous improvement	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBMGT403 Implement continuous improvement

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- implement continuous improvement systems and provide mentoring and coaching support to enable individuals and teams to participate in decisions, take responsibility, show initiative and implement improvement processes
- implement processes to inform team members about savings and productivity/service improvements achievements
- communicate effectively to support the continuous improvement system and implementation of improvements
- apply continuous improvement to customer services including internal and external customers
- implement, monitor and adjust improvement plans, processes and procedures to improve performance
- document performance to identify further opportunities for improvement
- manage records and reports within the organisation's systems and procedures.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- give examples of continuous improvement processes
- list typical areas of need for coaching and mentoring to support continuous improvement
- explain how change management techniques can support continuous improvement and initiative
- identify the organisation's systems and data that can be used for benchmarking and monitoring performance for continuous improvement.

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Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBMGT502 Manage people performance

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to manage the performance of staff who report to them directly. Development of key result areas and key performance indicators and standards, coupled with regular and timely coaching and feedback, provide the basis for performance management.

It applies to individuals who manage people. It covers work allocation and the methods to review performance, reward excellence and provide feedback where there is a need for improvement.

The unit makes the link between performance management and performance development, and reinforces both functions as a key requirement for effective managers.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Allocate work	1.1 Consult relevant groups and individuals on work to be allocated and resources available

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ELEMENT	PERFORMANCE CRITERIA
	1.2 Develop work plans in accordance with operational plans 1.3 Allocate work in a way that is efficient, cost effective and outcome focussed 1.4 Confirm performance standards, Code of Conduct and work outputs with relevant teams and individuals 1.5 Develop and agree performance indicators with relevant staff prior to commencement of work 1.6 Conduct risk analysis in accordance with the organisational risk management plan and legal requirements
2. Assess performance	2.1 Design performance management and review processes to ensure consistency with organisational objectives and policies 2.2 Train participants in the performance management and review process 2.3 Conduct performance management in accordance with organisational protocols and time lines 2.4 Monitor and evaluate performance on a continuous basis
3. Provide feedback	3.1 Provide informal feedback to staff on a regular basis 3.2 Advise relevant people where there is poor performance and take necessary actions 3.3 Provide on-the-job coaching when necessary to improve performance and to confirm excellence in performance 3.4 Document performance in accordance with the organisational performance management system 3.5 Conduct formal structured feedback sessions as necessary and in accordance with organisational policy
4. Manage follow up	4.1 Write and agree on performance improvement and development plans in accordance with organisational policies 4.2 Seek assistance from human resources specialists, where appropriate 4.3 Reinforce excellence in performance through recognition and continuous feedback 4.4 Monitor and coach individuals with poor performance 4.5 Provide support services where necessary 4.6 Counsel individuals who continue to perform below expectations and implement the disciplinary process if necessary 4.7 Terminate staff in accordance with legal and organisational

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ELEMENT	PERFORMANCE CRITERIA
	requirements where serious misconduct occurs or ongoing poor-performance continues

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Learning	2.2, 3.3, 4.4	• Consolidates and improves own knowledge and skills by coaching, mentoring or training others
Reading	1.2, 1.6, 2.4	• Gathers, interprets and analyses texts in organisational documents to facilitate performance management
Writing	1.2, 1.4, 1.5, 1.6, 2.1, 2.3, 2.4, 3.4, 3.5, 4.1, 4.7	• Plans and prepares documents for allocating work and managing performance suitable for the target audience and in accordance with organisational requirements
Oral Communication	1.1, 1.4, 1.5, 2.2, 2.3, 3.1, 3.2, 3.3, 3.5, 4.2-4.7	• Uses language and structure appropriate to context and audience to explain expected standards of performance, provide feedback and coach staff
Numeracy	1.3, 1.4, 1.5, 1.6, 2.1, 2.4, 3.4, 4.1	• Extracts and evaluates mathematical information embedded in a range of tasks and text relating to performance standards and risk analysis
Navigate the world of work	1.2, 1.6, 2.1, 2.3, 3.4, 3.5, 4.1, 4.7	• Appreciates the implications of legal and regulatory responsibilities related to own work and the organisation as a whole • Monitors adherence to organisational policies and procedures
Interact with others	1.1, 1.3, 1.4, 1.5, 2.2, 3.1, 3.2, 3.3, 4.2-4.6	• Recognises and applies the protocols governing what to communicate to whom and how in a range of work contexts • Collaborates with others to achieve joint outcomes, influencing direction and taking a leadership role on occasion
Get the work done	1.2, 1.3, 1.5, 1.6, 2.1, 2.4, 4.1, 4.2	• Sequences and schedules complex activities, monitors implementation and manages relevant communication • Seeks advice, feedback and support as required to assist in the decision-making process • Uses experiences to reflect on the ways in which

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		variables impact on performance

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBMGT502 Manage people performance	BSBMGT502B Manage people performance	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBMGT502 Manage people performance

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- consult with relevant stakeholders to identify work requirements, performance standards and agreed performance indicators
- develop work plans and allocate work to achieve outcomes efficiently and within organisational and legal requirements
- monitor, evaluate and provide feedback on performance and provide coaching or training, as needed
- reinforce excellence in performance through recognition and continuous feedback
- seek assistance from human resources specialists where appropriate
- keep records and documentation in accordance with the organisational performance management system.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline relevant legislative and regulatory requirements
- outline relevant awards and certified agreements
- explain performance measurement systems utilised within the organisation
- explain unlawful dismissal rules and due process
- describe staff development options and information.

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Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- relevant legislation
- workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBMGT517 Manage operational plan

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to develop and monitor implementation of the operational plan to provide efficient and effective workplace practices within the organisation's productivity and profitability plans.

Management at a strategic level requires systems and procedures to be developed and implemented to facilitate the organisation's operational plan.

This unit applies to individuals who manage the work of others and operate within the parameters of a broader strategic and/or business plan.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Develop operational plan	1.1 Research, analyse and document resource requirements and develop an operational plan in consultation with relevant personnel, colleagues and specialist resource managers 1.2 Develop and/or implement consultation processes as an

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ELEMENT	PERFORMANCE CRITERIA
	integral part of the operational planning process 1.3 Ensure the operational plan includes key performance indicators to measure organisational performance 1.4 Develop and implement contingency plans for the operational plan 1.5 Ensure the development and presentation of proposals for resource requirements is supported by a variety of information sources and seek specialist advice as required 1.6 Obtain approval for the plan from relevant parties and explain the plan to relevant work teams
2. Plan and manage resource acquisition	2.1 Develop and implement strategies to ensure that employees are recruited and/or inducted within the organisation's human resources management policies, practices and procedures 2.2 Develop and implement strategies to ensure that physical resources and services are acquired in accordance with the organisation's policies, practices and procedures 2.3 Recognise and incorporate requirements for intellectual property rights and responsibilities in recruitment and acquisition of resources and services
3. Monitor and review operational performance	3.1 Develop, monitor and review performance systems and processes to assess progress in achieving profit and productivity plans and targets 3.2 Analyse and interpret budget and actual financial information to monitor and review profit and productivity performance 3.3 Identify areas of under-performance, recommend solutions and take prompt action to rectify the situation 3.4 Plan and implement systems to ensure that mentoring and coaching are provided to support individuals and teams to effectively, economically and safely use resources 3.5 Negotiate recommendations for variations to operational plans and gain approval from designated persons/groups 3.6 Develop and implement systems to ensure that procedures and records associated with documenting performance are managed in accordance with organisational requirements

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Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.5, 2.1, 2.2, 3.1, 3.2, 3.3, 3.4, 3.6	• Identifies and extracts relevant information from a range of complex texts • Gathers, interprets and analyses workplace documentation to determine requirements for the operational plan
Writing	1.1-1.5, 2.1, 2.2, 3.1-3.6	• Develops and documents a range of detailed texts relating to the management of an operational plan according to organisational requirements • Ensures the vocabulary, grammatical structures and conventions are appropriate for the context and target audience
Oral Communication	1.1, 1.2, 1.5, 1.6, 3.4, 3.5	• Presents information to a range of audiences using appropriate register, vocabulary and paralinguistic features • Listens and comprehends information from a variety of spoken exchanges with clients, co-workers and other stakeholders • Confirms understanding through questioning and active listening
Numeracy	1.1, 1.3, 1.4, 3.1-3.4	• Selects and uses mathematical problem-solving strategies to organise resource requirements, performance benchmarks and financial viability of the operational plan
Navigate the world of work	2.1, 2.2, 3.4, 3.6	• Monitors adherence to organisational policies, procedures and considers own role in terms of its contribution to broader goals of the work environment • Appreciates the implications of legal responsibilities with specific reference to health and safety
Interact with others	1.1, 1.2, 1.5, 1.6, 3.5	• Identifies and uses appropriate conventions and protocols when communicating with colleagues and external stakeholders • Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group interaction, influencing direction and taking a leadership role on occasion
Get the work done	1.1-1.5, 2.1, 2.2, 3.1, 3.3, 3.4, 3.6	• Takes responsibility for developing and implementing systems and processes to achieve organisational objectives, seeking advice, feedback and support as

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		required to assist in the development and planning phase • Sequences and schedules complex activities, monitors implementation, and manages relevant communication • Uses systematic analytical processes to aid decision making, identify potential problems and generate contingency plans or solutions

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBMGT517 Manage operational plan	BSBMGT515A Manage operational plan	Updated to meet Standards for Training Packages. Edits to clarify intent of Performance Criteria. Additional performance criterion and evidence for intellectual property.	No equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBMGT517 Manage operational plan

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- develop and implement an operational plan using a variety of information sources and consultation (including using specialist advice if required) which includes:
  - resource requirements
  - key performance indicators
  - monitoring processes
  - contingency plans
- communicate effectively with relevant stakeholders to explain the plan and supporting information, seek approvals, negotiate variations and engage work teams
- develop and implement strategies to achieve the operational plan within the organisation's policies, practices and procedures including:
  - recruiting, inducting and developing personnel
  - acquiring physical resources and services
  - protecting intellectual property
  - making variations to the plan
  - monitoring and documenting performance.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe models and methods for operational plans
- explain the role of an operational plan in achieving the organisation's objectives
- explain budgeting processes

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- list alternative approaches to developing key performance indicators to meet business objectives
- outline the legislative and regulatory context relevant to the operational plan of the organisation
- outline the organisation's policies, practices and procedures that directly relate to the operational plan.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- relevant legislation and regulations
- workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBMGT605 Provide leadership across the organisation

Modification History

Release	Comments
Version 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to demonstrate senior leadership behaviour and personal and professional competence. Business ethics are also addressed in this unit.

It applies to individuals who have a role in inspiring and motivating others to achieve organisational goals and to model professionalism in their organisation and industry. Leadership is seen in the context of the organisational mission.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Communicate organisational mission and goals	1.1 Clarify objectives, values and standards in accordance with organisation's strategic direction 1.2 Establish linkages between organisational objectives, values and standards and the responsibilities of relevant groups and individuals 1.3 Ensure media and language used is appropriate to individuals and group circumstances

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ELEMENT	PERFORMANCE CRITERIA
	1.4 State clear expectations of internal groups and individuals and explain in a manner which builds commitment to the organisation 1.5 Address expectations of the organisation 1.6 Investigate incidents promptly and communicate results clearly to relevant groups and individuals
2. Influence groups and individuals	2.1 Build trust, confidence and respect of diverse groups and individuals through positive role modelling and effective communication and consultation 2.2 Embrace, resource and effectively implement improvements to organisational and workplace culture 2.3 Demonstrate understanding of the global environment and new technology in work activities 2.4 Ensure actions convey flexibility and adaptability to change and accessibility 2.5 Ensure consultation and participation in decision making occurs with relevant groups and individuals where appropriate 2.6 Ensure decision making takes into account needs and expectations of both internal and external groups 2.7 Ensure decision making occurs in accordance with risk management plans for all options, and within appropriate timeframes 2.8 Ensure that the organisation is represented positively in the media and community
3. Build and support teams	3.1 Assign accountabilities and responsibilities to teams consistent with their competencies and operational plans 3.2 Ensure teams are resourced to allow them to achieve their objectives 3.3 Empower teams and individuals through effective delegation and support for their initiatives 3.4 Create and maintain a positive work environment 3.5 Encourage teams and individuals to develop innovative approaches to the performance of work
4. Demonstrate personal and professional competence	4.1 Model ethical conduct in all areas of work and encourage others to adopt business ethics 4.2 Adapt appropriate interpersonal and leadership styles to meet particular circumstances and situations 4.3 Set and achieve personal objectives and work program

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ELEMENT	PERFORMANCE CRITERIA
	outcomes 4.4 Ensure self-performance and professional competence is continuously improved through engagement in a range of professional development activities 4.5 Participate regularly in industry/professional networks and groups

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Learning	4.3, 4.4, 4.5	• Actively looks for and accepts ways to maintain and improve own skills and knowledge
Reading	1.2, 1.3, 1.6, 2.7, 4.4, 4.5	• Evaluates and integrates facts and ideas to construct meaning from a range of text types
Writing	1.1, 1.2, 1.3, 1.4, 1.6, 3.1, 4.3	• Records and reports key information related to the outcomes of the job to interact effectively and appropriately with the team • Researches, plans and prepares documentation using format and language appropriate to the audience
Oral Communication	1.1, 1.2, 1.4, 1.5, 1.6, 2.1, 2.5, 3.1, 3.3, 3.4, 3.5, 4.1, 4.2	• Participates in a variety of spoken exchanges with clients, co-workers and stakeholders using structure and language appropriate to context and audience
Navigate the world of work	1.1, 1.2, 1.5, 1.6, 2.8, 3.1, 4.1	• Works autonomously making high level decisions related to the achievement of organisational goals • Reflects on designation of roles and responsibilities and how everyone's role contributes to broader organisational goals • Appreciates the implications of ethical and other organisational responsibilities in carrying out own role
Interact with others	1.3, 1.4, 1.6, 2.1, 2.4, 3.1, 3.3, 3.4, 3.5, 4.1, 4.2	• Demonstrates sophisticated control over oral, visual and/or written formats, drawing on a range of communication practices to achieve goals • Identifies strengths and limitations of own interpersonal skills and addresses areas that would benefit from further development

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		• Recognises the importance of building rapport in order to establish effective working relationships and inspire trust and confidence • Collaborates and cooperates with others, playing an active role in leading and facilitating effective group interaction and influencing direction • Facilitates a climate in which others feel comfortable to identify, explore and build on a variety of perspectives in order to achieve shared outcomes
Get the work done	1.1, 1.2, 1.6, 2.2-2.7, 3.1, 3.2, 3.5	• Accepts responsibility for planning and sequencing complex tasks and workload of self and others, negotiating key aspects with others taking into account capabilities, efficiencies and effectiveness • Applies problem solving processes to identify risks, evaluate options and determine solutions • Facilitates a climate in which creativity and innovation are accepted as an integral part of achieving outcomes • Actively identifies systems, devices and applications with potential to meet current and/or future needs

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBMGT605 Provide leadership across the organisation	BSBMGT605B Provide leadership across the organisation	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBMGT605 Provide leadership across the organisation

Modification History

Release	Comments
Version 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to use interpersonal and risk management skills to:

- clearly communicate the organisation's objectives, values and standards to a range of stakeholders using appropriate media and language
- influence, support and provide resources for individuals and groups to:
  - participate in consultations and decision making processes
  - contribute to innovation and improvements
  - achieve their responsibilities and objectives
- facilitate consultative decision making processes with relevant internal and external stakeholders
- demonstrate ethical conduct and professional competence and continuing professional development
- encourage others to adopt business ethics and build their commitment to the organisation.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain business ethics and their application to leadership
- outline leadership styles and their application in supporting the organisation's mission, objectives and values
- explain the impact of legislation in providing leadership in the organisation
- explain the organisation's mission, purpose and values
- describe organisation objectives, plans and strategies
- explain organisational change processes.

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Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- relevant legislation, regulation, standards and codes
- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBMGT616 Develop and implement strategic plans

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to establish the strategic direction of the organisation, sustain competitive advantage and enhance competitiveness. It covers analysis and interpretation of relevant markets, capability assessment of the organisation and analysis of the organisation's existing and potential competitors and allies. It also covers implementation of the strategic plan and developing specific actions and initiatives that will be undertaken by people working in various roles.

It applies to individuals working in senior roles in the organisation who have responsibility for ensuring that the organisation is positioned to ensure its long-term viability and success.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Confirm organisational vision and mission	1.1 Check with stakeholders that organisational vision and mission are still held to be current and are supported 1.2 Make any changes or refinements to vision or mission statement as required 1.3 Review or develop organisational values to support the vision

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ELEMENT	PERFORMANCE CRITERIA
	and mission statement 1.4 Gain support for strategic planning process from all relevant stakeholders
2. Analyse the internal and external environment	2.1 Determine information requirements and undertake or commission research to deliver relevant information 2.2 Analyse political, economic, social, and technological developments in a global context 2.3 Seek advice from appropriate experts wherever necessary 2.4 Identify and consider strengths and weaknesses of existing and potential competitors and allies 2.5 Analyse organisation's strengths, weaknesses, opportunities and threats 2.6 Consider cooperative ventures that are supported by risk and cost benefit analyses, are consistent with the organisational vision, mission and values and provide for due diligence 2.7 Check that analysis of internal and external environment is consistent with the perspectives of other informed people
3. Write strategic plan	3.1 Document relevant research and background for inclusion in the strategic plan 3.2 Formulate strategic objectives and strategies needed for the future 3.3 Detail each strategy with an assigned priority, a timeframe, responsible parties and measurable performance indicators 3.4 Circulate strategic plan for comment, support and endorsement
4. Implement strategic plan	4.1 Communicate strategic plan to all relevant parties 4.2 Brief people with a specific role in relation to strategies 4.3 Use performance indicators to monitor progress in implementing plan 4.4 Make necessary refinements to plan 4.5 Evaluate achievement of objectives at agreed milestones 4.6 Review effectiveness of plan and consider methods for improving strategic planning processes

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Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.3, 2.1, 2.2, 2.4-2.6, 3.1, 3.3, 4.4-4.6	• Identifies and analyses complex organisational texts to determine business requirements • Reviews, evaluates, interprets and applies content from a range of sources to aid in development of strategies
Writing	1.2, 1.3, 2.1, 2.2, 2.4-2.6, 3.1-3.3, 4.3-4.6	• Prepares strategic plans for relevant stakeholders incorporating appropriate vocabulary, grammatical structure and conventions • Incorporates amendments to documents according to organisational requirements • Collates and compiles data to convey specific information, requirements and recommendations
Oral Communication	1.1, 1.4, 2.3, 4.1, 4.2	• Presents information and seeks advice using language and register appropriate to audience • Participates in discussions using listening and questioning to elicit the views of others and to clarify or confirm understanding
Numeracy	2.6, 3.2, 3.3, 4.5, 4.6	• Interprets and analyses statistical data and mathematical information to consider trends and resource implications of proposed strategies
Navigate the world of work	1.1-1.3	• Works autonomously making high level decisions to achieve and improve organisational goals • Takes a lead role in the development of strategies to achieve organisational goals
Interact with others	1.1, 1.4, 2.3, 3.4, 4.1, 4.2	• Selects and uses appropriate conventions and protocols when communicating with internal and external stakeholders to seek or share information • Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group interaction, influencing direction and taking a leadership role • Seeks feedback or expert advice where required
Get the work done	1.3, 2.1, 2.2, 2.4-2.7, 3.2, 4.3-4.6	• Develops flexible plans for complex, high impact activities with strategic implications, taking into account capabilities, efficiencies and effectiveness • Systematically gathers and analyses all relevant information and evaluates options to inform decisions about organisational strategies • Evaluates outcomes to identify opportunities for

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		improvement • Applies problem solving processes to identify risks, evaluate options and determine solutions

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBMGT616 Develop and implement strategic plans	BSBMGT616A Develop and implement strategic plans	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBMGT616 Develop and implement strategic plans

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- consult and communicate effectively with relevant stakeholders to:
  - confirm or revise the organisation's mission, vision and values
  - validate findings of research and analysis
  - get input to and endorsement of strategic plans
  - brief relevant parties about the plan
- analyse organisation's internal and external environment to formulate strategic plans including:
  - background and research relevant to the plan
  - legislation, regulations and codes of practice, including for intellectual property
  - objectives, strategies and priorities
  - roles and responsibilities
  - performance indicators
  - timeframes
  - consideration of co-operative ventures
  - cost-benefit and risk analysis
- seek advice from appropriate experts wherever necessary
- monitor and evaluate the implementation of the plan and make refinements as appropriate
- review effectiveness of planning processes and identify opportunities for improvement.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

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- outline the legislation, regulations and codes of practice relevant to the organisation's strategic plan.
- give examples of risks and risk management strategies relevant to strategic planning including:
  - intellectual property rights and responsibilities
  - other risks
- outline strategic planning methodologies including political, economic, social and technological (PEST) analysis and strengths, weaknesses, opportunities and threats analysis (SWOT)
- identify internal and external sources of information relevant to the organisation's market, competitors, customer base, vision, values and capabilities
- outline techniques for developing organisational values.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- relevant legislation, regulations, standards and codes
- workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBMKG507 Interpret market trends and developments

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to conduct an analysis of market data in order to determine organisational and competitor business performance and to prepare market and business forecasts. The information assists in developing an organisation's marketing plan and to determine the current or potential future success of marketing strategies.

This unit applies to marketing professionals who use statistical techniques to analyse organisational and competitor marketing performance and to interpret new and emerging trends when forecasting future business needs.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Business Development – Marketing

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Interpret trends and market developments	1.1 Use statistical analysis of market data to interpret market trends and developments 1.2 Analyse market trends and developments for their potential impact on the business 1.3 Use measures of central tendency or dispersion and correlations between sets of data for quantitative interpretation of comparative

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ELEMENT	PERFORMANCE CRITERIA
	market data 1.4 Perform qualitative analysis of comparative market information as a basis for reviewing business performance 1.5 Analyse the market performance of existing and potential competitors and their products or services to identify potential opportunities or threats
2. Analyse qualitative results	2.1 Analyse performance data from all areas of the business to determine success of marketing activities 2.2 Identify over-performing and under-performing products and services to be considered for redevelopment or withdrawal 2.3 Forecast existing and emerging market needs based on information available using forecasting techniques
3. Report on market data	3.1 Prepare, plot and interpret data for visual presentation 3.2 Assess visual presentation for potential problems, and take any necessary corrective action 3.3 Report on analysis of market data to meet organisational requirements in terms of content, format, level of detail and scheduling

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.2, 1.5, 2.1, 2.3	• Researches, evaluates, analyses and interprets market information from a range of sources, and interprets requirements
Writing	3.1, 3.2, 3.3	• Prepares reports containing complex ideas and concepts and writes in a range of styles to suit different audiences
Numeracy	1.1-1.5, 2.1, 2.3	• Collects, organises and analyses data to draw conclusions or make forecasts about trends and probability • Uses specialised statistical analysis techniques
Oral Communication	3.1, 3.3	• Presents information to a range of audiences using appropriate vocabulary and non-verbal features

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Interact with others	3.1, 3.3	• Demonstrates sophisticated control over oral, visual and/or written formats, drawing on a range of communication practices to present findings
Get the work done	1.1, 1.2, 1.4, 1.5, 2.1, 2.2, 2.3, 3.1, 3.2, 3.3	• Develops plans and uses effective organisational and time management skills to complete tasks with an awareness of how they may contribute to longer term operational and strategic goals • Applies systematic and analytical decision making processes in complex and non-routine situations • Uses digital technologies and systems to enter and analyse data and to present information

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBMKG507 Interpret market trends and developments	BSBMKG507A Interpret market trends and developments	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBMKG507 Interpret market trends and developments

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- apply statistical and qualitative analysis techniques to identify:
  - current business performance
  - competitor performance
  - potential threats and opportunities
- apply qualitative and forecasting techniques to identify:
  - success of marketing activities
  - over and under-performing products and services
  - existing and emerging market needs
- document the analysis of market data including visual presentation of findings.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline internal and external sources of information relevant to forecasting market trends including:
  - business and strategic objectives
  - marketing and other business performance
  - comparative market information
  - changes in technology
  - demographic changes
  - social and cultural factors
  - economic trends

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  - government activities and legislative changes
  - industry trends
  - supplier data
- outline the legislative and regulatory context as it applies to marketing
- identify software applications that are commonly used in quantitative and qualitative analysis and outline their key features
- outline statistical concepts, methods, techniques and reporting formats commonly used in marketing including:
  - conversion rate of leads to sales
  - measures of central tendency
  - measures of dispersion
  - nature and degree of relationship between variables
  - net response rate
  - normal distribution probability curve
  - sampling
  - speed of response curve
  - recency or frequency grids
  - lifetime value of customers
  - net present value of customers.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the business development – marketing field of work and include access to:

- relevant legislation, regulations, standards and codes
- relevant workplace documentation and resources
- case studies and, where possible, real situations.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBPMG522 Undertake project work

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to undertake a straightforward project or a section of a larger project. It covers developing a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learned for application to future projects.

This unit applies to individuals who play a significant role in ensuring a project meets timelines, quality standards, budgetary limits and other requirements set for the project.

The unit does not apply to specialist project managers. For specialist project managers, the other units of competency in the project management field (BSBPMG) will be applicable.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Project Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Define project	1.1 Access project scope and other relevant documentation 1.2 Define project stakeholders 1.3 Seek clarification from delegating authority of issues related to

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ELEMENT	PERFORMANCE CRITERIA
	project and project parameters 1.4 Identify limits of own responsibility and reporting requirements 1.5 Clarify relationship of project to other projects and to the organisation's objectives 1.6 Determine and access available resources to undertake project
2. Develop project plan	2.1 Develop project plan in line with the project parameters 2.2 Identify and access appropriate project management tools 2.3 Formulate risk management plan for project, including Work Health and Safety (WHS) 2.4 Develop and approve project budget 2.5 Consult team members and take their views into account in planning the project 2.6 Finalise project plan and gain necessary approvals to commence project according to documented plan
3. Administer and monitor project	3.1 Take action to ensure project team members are clear about their responsibilities and the project requirements 3.2 Provide support for project team members, especially with regard to specific needs, to ensure that the quality of the expected outcomes of the project and documented time lines are met 3.3 Establish and maintain required recordkeeping systems throughout the project 3.4 Implement and monitor plans for managing project finances, resources and quality 3.5 Complete and forward project reports as required to stakeholders 3.6 Undertake risk management as required to ensure project outcomes are met 3.7 Achieve project deliverables
4. Finalise project	4.1 Complete financial recordkeeping associated with project and check for accuracy 4.2 Ensure transition of staff involved in project to new roles or reassignment to previous roles 4.3 Complete project documentation and obtain necessary sign-offs for concluding project
5. Review project	5.1 Review project outcomes and processes against the project scope and plan

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ELEMENT	PERFORMANCE CRITERIA
	5.2 Involve team members in the project review 5.3 Document lessons learned from the project and report within the organisation

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 3.4, 3.5, 4.1, 4.3, 5.1	• Organises, evaluates and critiques ideas and information from a range of complex texts
Writing	2.1, 2.3, 2.6, 3.3, 3.5, 4.1, 4.3, 5.3	• Develops plans, reports and recommendations using vocabulary, structure and conventions appropriate to text • Establishes and maintains records according to organisational requirements
Numeracy	1.6, 2.4, 3.4, 4.1	• Uses formal and some informal, oral and written mathematical language and representation to prepare and communicate budgetary and financial information
Oral communication	2.5, 5.2	• Participates in verbal discussions using clear language and appropriate features to present or seek information • Using listening and questioning skills to seek information and confirm understanding
Navigate the world of work	1.3, 1.4, 2.3, 3.1, 4.3	• Recognises and responds to organisational and legislative/regulatory requirements
Interact with others	2.5, 3.1, 3.2, 4.2, 5.2	• Selects and uses appropriate communication protocols and practices to ensure shared understanding of project roles and expectations • Uses collaborative techniques to engage stakeholders in consultations and negotiations
Get the work done	1.2, 1.5, 1.6, 2.1, 2.2, 2.3, 2.6, 3.1-3.7, 4.1, 4.2, 4.3, 5.1, 5.3	• Develops and implements plans to manage projects that involve diverse stakeholders with potentially competing demands • Systematically gathers and analyses all relevant information and evaluates options to make informed decisions • Evaluates outcomes of decisions to identify

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		opportunities for improvement • Uses digital technologies and applications to access, organise and share information

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBPMG522 Undertake project work	BSBPMG522A Undertake project work	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBPMG522 Undertake project work

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- define the parameters of the project including:
  - project scope
  - project stakeholders, including own responsibilities
  - relationship of project to organisational objectives and other projects
  - reporting requirements
  - resource requirements
- use project management tools to develop and implement a project plan including:
  - deliverables
  - work breakdown
  - budget and allocation of resources
  - timelines
  - risk management
  - recordkeeping and reporting
- consult and communicate with relevant stakeholders to generate input and engagement in planning, implementing and reviewing the project
- provide support to team members to enable them to achieve deliverables and to transition them as appropriate at completion of the project
- finalise the project including documentation, sign-offs and reporting
- review and document the project outcomes.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

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- give examples of project management tools and how they contribute to a project
- outline types of documents and other sources of information commonly used in defining the parameters of a project
- explain processes for identifying and managing risk in a project
- outline the organisation's mission, goals, objectives and operations and how the project relates to them
- explain the organisation's procedures and processes that are relevant to managing a project including:
  - lines of authority and approvals
  - quality assurance
  - human resources
  - budgets and finance
  - recordkeeping
  - reporting
- outline the legislative and regulatory context of the organisation in relation to project work, including work health and safety (WHS) requirements.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership – project management field of work and include access to:

- relevant legislation, regulations, standards and codes
- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBREL401 Establish networks

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to develop and maintain effective work relationships and networks through relationship building and negotiation skills required by workers within an organisation as well as freelance or contract workers.

It applies to individuals with a broad knowledge of networking and negotiation who contribute well developed skills in creating solutions to unpredictable problems through analysis and evaluation of information from a variety of sources. They may have responsibility to provide guidance or to delegate aspects of tasks to others.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Stakeholder Relations – Relationship Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Develop and maintain business networks	1.1 Use appropriate network strategies to establish and maintain relationships that promote the development of business opportunities 1.2 Identify and pursue network opportunities to maximise a range of contacts 1.3 Communicate information regarding new networks to inform

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ELEMENT	PERFORMANCE CRITERIA
	individuals, colleagues and clients of potential benefits 1.4 Participate in professional networks and associations to obtain and maintain personal knowledge and skills
2. Establish and maintain business relationships	2.1 Develop and maintain relationships to promote benefits consistent with organisational/client requirements 2.2 Gain and maintain trust and confidence of contacts through demonstration of high standards of business practices 2.3 Use a high level of negotiation skills to encourage positive outcomes 2.4 Identify difficult situations and negotiate solutions using collaborative problem-solving techniques 2.5 Seek specialist advice in the development of contacts where appropriate
3. Promote the relationship	3.1 Develop strategies to represent and promote the interests and requirements of the relationship 3.2 Use appropriate presentation skills to communicate the goals and objectives of the relationship 3.3 Effectively communicate issues, policies and practices of the relationship to a range of audiences, in writing and verbally 3.4 Obtain feedback to identify and develop ways to improve promotional activities within available opportunities

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Learning	1.4, 3.4	• Seeks opportunities to develop and extend expertise and identify areas for professional improvement
Reading	2.1	• Sources and analyses information to establish networks that consistently promote business opportunities
Writing	1.1-1.3, 2.1, 2.2, 2.5 3.1-3.4	• Uses appropriate vocabulary, layout and grammatical structure to convey ideas and information

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Oral Communication	1.1-1.4, 2.1-2.5, 3.2, 3.3, 3.4	• Utilises persuasive language and appropriate non-verbal features to achieve mutually acceptable outcomes • Uses active listening and questioning techniques to confirm understanding
Navigate the world of work	2.1	• Understands and adheres to organisational policies and procedures
Interact with others	1.1-1.4, 2.1-2.5, 3.1, 3.2	• Actively identifies the requirements of important communication exchanges, selecting appropriate channels, format, tone and content to suit purpose and audience • Looks for ways of establishing connections and building genuine understanding with a diverse range of people • Begins to cultivate relationships with people with the knowledge, skills and influence to get things done or provide support
Get the work done	1.1, 1.2, 2.1, 2.4	• Takes responsibility for planning, sequencing and implementing tasks required to build and maintain networks • Uses analytical processes to identify problems, gather relevant information, evaluate options and determine solutions

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBREL401 Establish networks	BSBREL401A Establish networks	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBREL401 Establish networks

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- identify and use networking opportunities
- maintain records of relevant contacts
- use written and verbal communication skills to establish, cultivate and promote professional business relationships
- use feedback to improve promotional activities.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- list and describe strategies for establishing and maintaining business relationships
- identify relevant networks, organisations, agencies, associations or individuals
- describe the principles and techniques needed to negotiate positive outcomes
- explain client or organisational policies, plans and procedures relevant to business relationships
- outline methods for obtaining feedback on promotional activities.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the stakeholder relations – relationship management field of work and include access to:

- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

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Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBRES411 Analyse and present research information

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 3.0.

Application

This unit describes the skills and knowledge required to gather, organise, analyse and present workplace information using available systems and sources. This includes identifying research requirements and sources of information, applying information to a set of facts, evaluating the quality and reliability of the information, and preparing and producing reports.

It applies to individuals in roles in which they are required to apply their broad knowledge of the work environment to analysis and research tasks, evaluate information from a variety of sources and apply solutions to a range of predictable and unpredictable problems.

No licensing, legislation or certification requirements apply to this unit at the time of publication.

Unit Sector

Knowledge Management – Research

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify reliable sources of research information	1.1 Identify potential sources for research information relevant to the organisation requirements 1.2 Assess reliability of potential sources, considering accuracy, authority, audience, relevance and likelihood of bias 1.3 Access research information and extract in a format suitable for analysis, interpretation and dissemination in accordance with

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ELEMENT	PERFORMANCE CRITERIA
	organisational requirements 1.4 Store research information, in accordance with organisational requirements
2. Analyse and synthesise research information	2.1 Clearly define objectives of research ensuring consistency with organisational requirements 2.2 Ensure that information research strategies are relevant to the requirements of the research and aligned to organisational objectives 2.3 Apply information research strategy to obtain relevant information, identifying themes and drawing conclusions in line with established objectives of research 2.4 Demonstrate that assumptions and conclusions used in analyses are clear, justified, supported by evidence and consistent with research and business objectives
3. Present research information	3.1 Identify appropriate methods of reporting, considering the intended audience and relevant organisational requirements 3.2 Report on findings in an appropriate format, style and structure within a pre-determined timeframe 3.3 Report and distribute research findings in accordance with organisational requirements 3.4 Obtain feedback and comments on suitability and sufficiency of findings in accordance with organisational requirements

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	• Analyses and evaluates textual information to develop information research strategies, integrate facts and ideas and meet organisational requirements
Writing	• Gathers, evaluates and integrates information from a range of sources • Presents findings, recommendations and issues in required format using language, structure and style appropriate to audience
Oral	• Presents recommendations and issues using language appropriate to

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Communication	audience and according to organisational requirements
Navigate the world of work	• Recognises and follows organisational policies and procedures and meets expectations associated with own role
Interact with others	• Selects and uses appropriate communication practices when seeking or sharing information
Get the work done	• Plans, organises and implements tasks to meet organisational requirements • Takes responsibility for the outcomes of routine decisions related directly to own role • Uses the main features and functions of digital technologies and tools to complete work tasks • Recognises and takes responsibility for addressing foreseeable problems in familiar work contexts

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBRES411 Analyse and present research information Release 1	BSBRES401 Analyse and present research information Release 1	Updates to elements and performance criteria, performance and knowledge evidence.	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBRES411 Analyse and present research information

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 3.0.

Performance Evidence

Evidence of the ability to:

- identify research requirements and objectives
- gather, organise and present research information
- communicate effectively with research stakeholders to clarify requirements
- maintain and handle information and documents systematically and securely
- preparing reports on research findings including:
  - recommendations based on the analysis of research information
  - clear and justified assumptions and conclusions
  - use of efficient and reliable research methods
- analyse, evaluate and interpret research information to support organisational activities.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

The candidate must be able to demonstrate the following knowledge to effectively complete the tasks outlined in the elements and performance criteria of this unit, and to manage tasks and reasonably foreseeable contingencies in the context of the work role:

- Key features of organisational policies and procedures relating to:
  - the access of digital information
  - the storage/transmission of information
  - legal and ethical obligations relating to workplace information
- key concepts related to research and analysis including reliability and validity
- key features of research processes and strategies to identify new sources (online and print) of information and efficient and effective use.

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Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the knowledge management – research field of work and include access to:

- workplace information systems, equipment and resources
- workplace policies and procedures
- case studies and, where possible, real situations in the workplace.

Assessors of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBRKG304 Maintain business records

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to maintain the records of a business or records system in good order on a day-to-day basis.

It applies to individuals who follow established guidelines and processes to assist them to carry out their work. They work under supervision or in consultation with more senior staff or system users to support effective recordkeeping and governance practices across the organisation.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Knowledge Management – Recordkeeping

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Collate business records	1.1 Identify individual records or information which should be incorporated into business or records system according to organisational criteria 1.2 Sort records in accordance with workplace requirements 1.3 Follow security and access requirements in accordance with organisational procedures

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ELEMENT	PERFORMANCE CRITERIA
2. Update business or records system	2.1 Identify and record control information for describing new records to be incorporated into business or records system 2.2 Update control information describing movement or use of records within business or records system 2.3 Accurately record and update control information in business or records system 2.4 Identify and remove records of completed business activities from current system for disposal
3. Prepare reports from the business or records system	3.1 Interpret requests for reports and clarify the content and frequency sought, where necessary 3.2 Prepare reports from business or records system in accordance with instructions or request 3.3 Prepare reports in accordance with organisational security and access procedures

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.3, 2.1, 2.4, 3.1	• Gathers and interprets textual information from different sources to determine how information may be applied to job requirements
Writing	2.1, 2.2, 2.3, 3.1	• Uses clear and industry related terminology to complete and update workplace information
Oral Communication	3.1	• Uses questioning and active listening techniques to confirm job requirements
Numeracy	1.1	• Recognises and uses numerical systems associated with recordkeeping systems
Navigate the world of work	1.3, 3.3	• Takes some personal responsibility for following organisational procedures
Get the work done	1.1, 1.2, 2.1, 2.3, 2.4, 3.2	• Takes responsibility for planning and organising own workload to ensure work deadlines are met • Takes responsibility for the outcomes of routine

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		decisions related directly to own role

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBRKG304 Maintain business records	BSBRKG304B Maintain business records	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBRKG304 Maintain business records

Modification History

Release	Comments
Release1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- collate business records in compliance with organisational procedures and workplace requirements
- record and update control information accurately in business records system.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline the organisational requirements regarding the maintenance and security of business records
- describe the general principles and processes of records management and records management systems, such as:
  - systems of control
  - records continuum theory
  - mandate and ownership of business process
  - environmental context
  - records characteristics.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the knowledge management – recordkeeping field of work and include access to:

- relevant workplace documentation and resources

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- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBRSK401 Identify risk and apply risk management processes

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to identify risks and to apply established risk management processes to a defined area of operations that are within the responsibilities and obligations of the role.

It applies to individuals with a broad knowledge of risk analysis or project management who contribute well developed skills in creating solutions to unpredictable problems through analysis and evaluation of information from a variety of sources. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.

In this unit, risks applicable within own work responsibilities and area of operation, may include projects being undertaken individually or by a team, or operations within a section of the organisation.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Regulation, Licensing and Risk – Risk Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify risks	1.1 Identify the context for risk management 1.2 Identify risks using tools, ensuring all reasonable steps have

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ELEMENT	PERFORMANCE CRITERIA
	been taken to identify all risks 1.3 Document identified risks in accordance with relevant policies, procedures, legislation and standards
2. Analyse and evaluate risks	2.1 Analyse and document risks in consultation with relevant stakeholders 2.2 Undertake risk categorisation and determine level of risk 2.3 Document analysis processes and outcomes
3. Treat risks	3.1 Determine appropriate control measures for risks and assess for strengths and weaknesses 3.2 Identify control measures for all risks 3.3 Refer risks relevant to whole of organisation or having an impact beyond own work responsibilities and area of operation to others as per established policies and procedures 3.4 Choose and implement control measures for own area of operation and/or responsibilities 3.5 Prepare and implement treatment plans
4. Monitor and review effectiveness of risk treatment/s	4.1 Regularly review implemented treatment/s against measures of success 4.2 Use review results to improve the treatment of risks 4.3 Provide assistance to auditing risk in own area of operation 4.4 Monitor and review management of risk in own area of operation

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.2	• Comprehends documents and texts of varying complexity to extract and analyse relevant information
Writing	1.3, 2.1, 2.3, 3.5	• Uses specific, industry related terminology and logical organisational structure in workplace documents that identify and analyse risk and report management process outcomes

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Oral communication	2.1	• Participates effectively in interactions with stakeholders by using questioning and listening to elicit opinions and clarify understanding
Numeracy	1.2, 4.1	• Uses numerical tools to assess risk and uses numerical data to review plans
Navigate the world of work	1.1, 1.3, 3.3	• Complies with organisational and legislative requirements • Takes responsibility for identification and management of risk within own work context and refers matters to others as required
Interact with others	2.1	• Selects appropriate communication protocols and conventions when conferring with others to establish risk management requirements
Get the work done	1.1, 1.2, 2.1, 2.2, 3.1, 3.2, 3.4, 3.5, 4.1, 4.2, 4.3, 4.4	• Determines job sequence and works logically and systematically to undertake defined tasks • Uses analysis and consultative processes to inform decisions about selection and implementation of risk control measures • Evaluates effectiveness of plans and results to inform improvement decisions • Uses familiar digital technologies and systems to access information, prepare plans and communicate with others

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBRSK401 Identify risk and apply risk management processes	BSBRSK401A Identify risk and apply risk management processes	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBRSK401 Identify risk and apply risk management processes

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to apply organisational policies, procedures and processes to:

- identify risks
- consult with relevant stakeholders to analyse and evaluate risks
- identify and evaluate control measures
- develop and implement treatment plans for own area or responsibility
- refer risks that are beyond own area of responsibility to others
- maintain risk management documentation.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline techniques for identifying and evaluating risks
- outline organisational policies, procedures or processes for risk management
- give examples of areas where risks are commonly identified in an organisation
- outline the purpose and key elements of current risk management standards
- outline the legislative and regulatory context of the organisation in relation to risk management
- describe the organisation's auditing requirements relating to risk management.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the regulation, licensing and risk - risk management field of work and include access to:

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- relevant legislation, regulations, standards and codes
- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBRSK501 Manage risk

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes skills and knowledge required to manage risks in a range of contexts across an organisation or for a specific business unit or area in any industry setting.

It applies to individuals who are working in positions of authority and are approved to implement change across the organisation, business unit, program or project area. They may or may not have responsibility for directly supervising others.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Regulation, Licensing and Risk – Risk Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Establish risk context	1.1 Review organisational processes, procedures and requirements for undertaking risk management in accordance with current risk management standards 1.2 Determine scope for risk management process 1.3 Identify internal and external stakeholders and their issues 1.4 Review political, economic, social, legal, technological and policy context

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ELEMENT	PERFORMANCE CRITERIA
	1.5 Review strengths and weaknesses of existing arrangements 1.6 Document critical success factors, goals or objectives for area included in scope 1.7 Obtain support for risk management activities 1.8 Communicate with relevant parties about the risk management process and invite participation
2. Identify risks	2.1 Invite relevant parties to assist in the identification of risks 2.2 Research risks that may apply to scope 2.3 Use tools and techniques to generate a list of risks that apply to the scope, in consultation with relevant parties
3. Analyse risks	3.1 Assess likelihood of risks occurring 3.2 Assess impact or consequence if risks occur 3.3 Evaluate and prioritise risks for treatment
4. Select and implement treatments	4.1 Determine and select most appropriate options for treating risks 4.2 Develop an action plan for implementing risk treatment 4.3 Communicate risk management processes to relevant parties 4.4 Ensure all documentation is in order and appropriately stored 4.5 Implement and monitor action plan 4.6 Evaluate risk management process

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.4, 1.5, 2.2	• Comprehends a variety of relatively complex texts • Gathers, interprets and analyses textual information from a range of sources to identify relevant information
Writing	1.6, 1.8, 2.1, 2.3, 4.3	• Develops textual material and organises content in a manner that effectively documents

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		risk management analysis and assessment priorities and processes
Oral Communication	1.8, 2.1, 2.3, 4.3	• Participates in interactions with stakeholders using questioning and listening to elicit opinions, and to confirm and clarify understanding
Numeracy	2.2	• Uses numerical tools to assess risk and uses numerical data to review plans
Navigate the world of work	1.1, 2.1, 4.3	• Refers to organisational processes, procedures and requirements when making decisions about risk management
Interact with others	1.8, 2.1, 2.3, 4.3	• Establishes and uses appropriate conventions and protocols when communicating with stakeholders about risk management • Consults and negotiates with stakeholders about risk management processes and outcomes
Get the work done	1.2, 1.3, 1.5, 1.7, 2.1, 2.2, 2.3, 3.1, 3.2, 3.3, 4.1, 4.2, 4.4, 4.5, 4.6	• Sequences and schedules a range of routine and complex activities, monitors implementation, evaluates processes and manages relevant communication • Systematically analyses information to decide on appropriate risk management treatments • Uses digital technologies and systems to access information, document plans and communicate with others

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBRSK501 Manage risk	BSBRSK501B Manage risk	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBRSK501 Manage risk

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- analyse information from a range of sources to identify the scope and context of the risk management process including:
  - stakeholder analysis
  - political, economic, social, legal, technological and policy context
  - current arrangements
  - objectives and critical success factors for the area included in scope
  - risks that may apply to scope
- consult and communicate with relevant stakeholders to identify and assess risks, determine appropriate risk treatment actions and priorities and explain the risk management processes
- develop and implement an action plan to treat risks
- monitor and evaluate the action plan and risk management process
- maintain documentation.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline the purpose and key elements of current risk management standards
- outline the legislative and regulatory context of the organisation in relation to risk management
- outline organisational policies, procedures and processes for risk management.

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Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the regulation, licensing and risk - risk management field of work and include access to:

- relevant legislation, regulations, standards and codes
- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBSMB301 Investigate micro business opportunities

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 2.0. Version created to clarify intent of unit
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to consider the major elements of a business idea, undertake research to determine viability of the business opportunity and present the idea with reference to the legislative frameworks affecting the business.

It applies to individuals who are establishing or operating a micro business for self-employment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Small and Micro Business

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Describe business ideas	1.1 Gather information for business ideas from appropriate sources 1.2 List details of business ideas and opportunities 1.3 Research alternative business ideas in light of available

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ELEMENT	PERFORMANCE CRITERIA
	resources 1.4 Specify and list products and services to match business ideas 1.5 Identify and research potential customer information for business ideas 1.6 Identify and take into account available financial, digital technology, business and technical skills when researching business opportunities
2. Identify market needs	2.1 Collect information regarding market size and potential from appropriate sources 2.2 Investigate market trends and developments to identify market needs relative to business ideas 2.3 Gather market information from primary and secondary sources to identify possible market needs in relation to business ideas 2.4 Identify ethical and cultural requirements of the market, and their relevance for business ideas 2.5 Identify new and emerging markets and document their features 2.6 Identify and organise information on expected market growth or decline and associated risk factors
3. Investigate factors affecting the market	3.1 Identify projected changes in population, economic activity and labour force that may impact business ideas 3.2 Identify movements in prices, and projected changes in availability of resources 3.3 Review trends and developments and identify their potential impact on business ideas

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.3, 1.5, 2.1-2.6, 3.1-3.3	• Analyses and evaluates textual information to develop research strategies, integrate facts and ideas and meet

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		business requirements
Writing	1.1, 1.2, 1.4, 1.5, 2.3, 2.5	• Uses factual information and industry related terminology to complete required documentation
Oral Communication	1.1, 1.5, 2.3, 2.5	• Clearly articulates requests using specific and relevant language, and uses listening and questioning techniques to confirm understanding
Numeracy	2.1, 3.1, 3.2	• Extracts, evaluates and compares numerical information to determine resources and identify trends
Get the work done	1.1, 1.5, 1.6, 2.1, 2.2, 2.5, 2.6, 3.1, 3.2	• Identifies changes to processes, products or services within scope of own business opportunities • May invest time in developing and shaping several options before making a final choice, using a combination of lateral and analytical thinking to tailor and strengthen an idea to suit needs, resources and constraints • Uses a range of digitally based technology and applications to access and filter data, and then extract, organise, integrate and share relevant information in increasingly effective ways.

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBSMB301 Investigate micro business opportunities Release 2	BSBSMB301 Investigate micro business opportunities Release 1	Minor edits to clarify intent of unit	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBSMB301 Investigate micro business opportunities

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 2.0. Version created to clarify intent of unit
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- research and analyse information from a range of sources to investigate a business opportunity, including:
  - financial considerations
  - digital technologies
  - market size, potential and trends
  - ethical and cultural requirements of the market
  - resource availability
- review data for potential impact on the market, products, services and customers
- match products and services to the business opportunity.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- locate and outline legislation and regulation relevant to specific micro business opportunities being investigated
- identify sources of specialist advice on trends in new and emerging markets and decline and risk factors

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- summarise benefits and challenges of digital technologies relevant to micro business opportunities
- describe appropriate business research methods and data collection tools and software.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the Management and Leadership – Small and Micro Business field of work and include access to:

- internet access for research
- data collection tools and software
- relevant legislation, regulations, standards and codes
- relevant workplace documentation and resources
- case studies, or where possible, real situations
- interaction with others.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBSMB305 Comply with regulatory, taxation and insurance requirements for the micro business

Modification History

Release	Comments
Release 2	This version first released with BSB Business Services Training Package Version 2.0. Version created to clarify intent of unit
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to source advice and specialist services to manage business compliance requirements.

It applies to individuals who are establishing or operating a micro business providing self-employment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Small and Micro Business

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify regulatory, taxation and insurance requirements of the business	1.1 Identify regulatory, taxation and insurance requirements that might be relevant to operation of the business 1.2 Gather information that assists in interpreting and explaining regulatory, taxation and insurance requirements

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ELEMENT	PERFORMANCE CRITERIA
	1.3 Investigate relationships between legislation, regulations, codes of practice, associated standards and written material to determine compliance requirements of the business
2. Develop procedures to ensure compliance and risk minimisation	2.1 Identify business advisors and other sources of assistance relevant to compliance requirements and business type 2.2 Explain business type and operations to advisors, covering full scope of the business 2.3 Clarify and confirm compliance requirements and risk minimisation needs with advisors 2.4 Access sources of advice and specialist services for regulatory, taxation and insurance compliance 2.5 Review advice and procedures against compliance requirements and their appropriateness for the business
3. Implement compliance procedures	3.1 Implement procedures within provided guidelines 3.2 Take action to ensure the business complies with relevant taxation and business registration requirements, legislation, regulations, codes of practice and associated standards 3.3 Arrange appropriate insurance cover for the business

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.3, 2.1, 2.4, 2.5, 3.1-3.3	• Identifies and interprets legislative and regulatory information pertinent to business requirements
Writing	1.1, 2.1, 3.2, 3.3	• Develops material for a specific audience using clear and detailed language to clarify information and requirements
Oral Communication	2.2, 2.3, 3.3	• Articulates clearly using specific and relevant language suitable to audience to convey requirements, and listening and questioning techniques to confirm understanding
Numeracy	2.5, 3.3	• Analyses numerical information to calculate specific business requirements

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		• Uses formal and informal mathematical language to discuss compliance
Navigate the world of work	1.1, 1.3, 3.1, 3.2	• Takes some personal responsibility for adherence to legal and regulatory requirements
Get the work done	1.2, 1.3, 2.1, 2.4, 3.3	• Plans routine tasks with familiar goals and outcomes, taking some limited responsibility for decisions regarding sequencing and timing • Understands and explicitly applies some basic principles of analytical and lateral thinking • Takes responsibility for the outcomes of routine decisions related directly to own role • Determines priorities and sequences steps involved in clearly defined familiar tasks, and identifies and assembles resources required

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBSMB305 Comply with regulatory, taxation and insurance requirements for the micro business Release 2	BSBSMB305 Comply with regulatory, taxation and insurance requirements for the micro business Release 1	Minor edits to clarify intent	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBSMB305 Comply with regulatory, taxation and insurance requirements for the micro business

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 2.0. Version created to clarify intent of unit
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- identify regulatory, taxation and insurance compliance requirements, and risk minimisation needs of the business
- identify, select and access sources of advice on compliance and risk minimisation procedures for the business
- complete a development and review of procedures for compliance and risk minimisation (with assistance from advisors).

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify micro business registration and licensing requirements
- list government legislative requirements relating to business operation
- categorise the nature of legal responsibility
- pinpoint relevant industry codes of practice
- list relevant WHS responsibilities and procedures
- name sources of advice and specialist services
- identify sources of information about regulatory, taxation and insurance requirements and issues
- outline taxation requirements.

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Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the Management and Leadership – Small and Micro Business field of work and include access to:

- business technology including internet access for research
- relevant legislation, regulations, standards and codes
- relevant workplace documentation and resources
- case studies or where possible, real situations
- interaction with others.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBSMB401 Establish legal and risk management requirements of small business

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 2.0. Version created to clarify intent of unit
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to identify and comply with all regulations affecting the business.

It applies to individuals operating a small business who use analytical skills to interpret legislation and regulations and develop procedures to manage compliance.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Small and Micro Business

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify and implement business legal requirements	1.1 Identify and research possible options for the business legal structure using appropriate sources 1.2 Determine legislation and regulatory requirements affecting

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ELEMENT	PERFORMANCE CRITERIA
	operations of the business under its chosen structure 1.3 Develop and implement procedures to ensure full compliance with relevant legislation and regulatory requirements
2. Comply with legislation, codes and regulatory requirements	2.1 Establish systems to ensure legal rights and responsibilities of the business are identified and the business is adequately protected, specifically in relation to work health and safety (WHS), business registration and environmental requirements 2.2 Identify taxation principles and requirements relevant to the business, and follow procedures to ensure compliance 2.3 Identify and carefully maintain legal documents and maintain and update relevant records to ensure their ongoing security and accessibility 2.4 Monitor provision of products and services of the business to protect legal rights and to comply with legal responsibilities 2.5 Conduct investigations to identify areas of non-compliance with legal and regulatory requirements, and take corrective action where necessary
3. Negotiate and arrange contracts	3.1 Seek legal advice on contractual rights and obligations, if required, to clarify business liabilities 3.2 Investigate and assess potential products and services to determine procurement rights and ensure protection of business interests where applicable 3.3 Negotiate and secure contractual procurement rights for goods and services including contracts with relevant people, as required, in accordance with the business plan 3.4 Identify options for leasing or ownership of business premises and complete contractual arrangements in accordance with the business plan
4. Identify and treat business risks	4.1 identify potential internal and external risks to the business 4.2 assess the probability and impact of identified risks 4.3 prioritise risks for treatment 4.4 develop actions to mitigate risks including identifying insurance requirements and adequate cover

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Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.3, 2.1-2.4, 3.2-3.5	• Identifies, analyses and evaluates a range of complex text to determine legislative, regulatory and related business requirements
Writing	1.3, 2.1, 2.3, 2.5, 3.1, 3.3, 3.5	• Prepares written reports and workplace documentation that communicate complex information clearly and effectively
Oral Communication	2.5, 3.1, 3.3	• Uses specific and relevant language to clearly articulate legal issues, and uses questioning and listening techniques to clarify solutions • Participates in verbal negotiations using tone and language suitable to audience
Numeracy	2.2, 2.5, 3.3, 3.4	• Reviews, analyses, compares and contrasts numerical data which may be embedded in documents • Calculates business insurance costs and compares costing options
Navigate the world of work	1.2, 1.3, 2.1	• Monitors adherence to organisational policies and legislative responsibilities and considers own role in terms of its contribution to broader goals of work environment
Interact with others	3.1, 3.3	• Plays a lead role in situations requiring effective collaboration, demonstrating high-level influencing skills, focusing and shaping awareness, and engaging and motivating others
Get the work done	1.1-1.3, 2.1	• Takes responsibility for planning and organising own workload, identifying ways of sequencing and combining elements for greater efficiency • Implements actions as per plan, making adjustments if necessary and addressing unexpected issues • Understands importance of secure information and privacy in relation to own work and takes personal responsibility for identifying and managing risk factors • Makes a range of critical and non-critical decisions in complex situations, taking a range of constraints into account

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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBSMB401 Establish legal and risk management requirements of small business Release 2	BSBSMB401 Establish legal and risk management requirements of small business Release 1	Minor edits to clarify intent of unit	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBSMB401 Establish legal and risk management requirements of small business

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 2.0. Version created to clarify intent of unit
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- demonstrate a systematic approach to identifying, managing and meeting legal and regulatory requirements, specifically in regard to WHS, business registration and environmental requirements
- ensure compliance, by:
  - following taxation and industrial relations principles
  - updating and maintaining legal documents
  - investigating areas of non-compliance
  - monitoring provision of products and services
  - taking corrective action where necessary
- negotiate and arrange contracts, including:
  - seeking legal advice
  - investigating procurement rights
  - identifying options of leasing or ownership of business premises.
- Identify, assess and treat risks specific to the business including
  - prioritising risks with highest probability of occurrence and greatest negative impact on the business
  - identifying insurance requirements

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

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Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline business registration and licensing requirements
- identify all government legislative requirements relating to the specific business operation
- explain creation and termination of relevant legal contracts
- summarise relevant cultural differences and legal implications
- describe legal rights and obligations of alternative ownership structures
- outline necessary record keeping to meet minimum legal and taxation requirements
- summarise relevant consumer legislation and industry codes of practice
- outline the key steps in the risk management process
- explain relevant insurance requirements and products.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the Management and Leadership – Small and Micro Business field of work and include access to:

- office equipment and resources
- business technology including internet access
- specialist software for analysis of data
- relevant legislation, regulations, standards and codes
- relevant workplace documentation and resources
- case studies, or where possible, real situations
- interaction with others.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBSMB402 Plan small business finances

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 2.0. Version created to clarify intent of unit
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to identify financial requirements of a business, including profit targets, cash flow projections and strategies to garner financial support.

It applies to individuals who operate a small business or work within an existing micro or small businesses and interpret financial data.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Small and Micro Business

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify costs, calculate prices and prepare profit statement	1.1 Identify and document costs associated with production and delivery of business products and services 1.2 Calculate prices based on costs and profit margin, as an hourly

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ELEMENT	PERFORMANCE CRITERIA
	charge-out rate for labour or unit price for products 1.3 Calculate break-even sales point to establish business viability and profit margins 1.4 Identify appropriate pricing strategies in relation to market conditions to meet business profit targets 1.5 Prepare projected profit statement to supplement the business plan
2. Develop a financial plan	2.1 Set profit targets or goals to reflect owner's desired returns 2.2 Identify working capital requirements necessary to attain profit projections 2.3 Identify non-current asset requirements and consider alternative asset management strategies 2.4 Prepare cash flow projections to enable business operation in accordance with business plan and legal requirements 2.5 Identify capital investment requirements accurately for each operational period 2.6 Select budget targets to enable ongoing monitoring of financial performance
3. Acquire finance	3.1 Identify start-up and ongoing financial requirements according to financial plan/budget 3.2 Identify sources of finance, including potential financial backers, to provide required liquidity for the business to complement business goals and objectives 3.3 Investigate cost of securing finance on optimal terms 3.4 Identify strategies to obtain finance as required to ensure financial viability of the business

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.5, 2.1-2.5, 3.1,	• Identifies, analyses and evaluates complex information from a range of sources

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	3.2	
Writing	1.1, 1.5, 2.1, 2.4, 3.2	• Prepares written reports and workplace documentation that communicate complex information clearly and effectively
Oral Communication	1.1, 3.2	• Uses specific and relevant language to secure finance and uses questioning and listening techniques to clarify outcomes • Participates in verbal negotiations using tone and language suitable to audience
Numeracy	1.1-1.5, 2.1, 2.2, 2.4-2.6, 3.1, 3.3, 3.4	• Analyses numerical information to determine costs, prices, profit and losses, and other financial data
Navigate the world of work	2.4	• Appreciates implications of legal and regulatory responsibilities related to own work
Get the work done	1.1, 1.4, 2.1-2.3, 2.5, 2.6, 3.1, 3.2, 3.4	• Sequences and schedules complex activities, including implementing and monitoring financial strategies • Makes a range of critical and non-critical decisions in relatively complex situations, taking a range of constraints into account, making adjustments as necessary • Regularly uses formal thinking techniques to generate new ideas

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBSMB402 Plan small business finances Release 2	BSBSMB402 Plan small business finances Release 1	Updated to clarify intent	Equivalent unit

Links

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Assessment Requirements for BSBSMB402 Plan small business finances

Modification History

Release	Comments
Release 2	This version first released with BSB Business Services Training Package Version 2.0. Version created to clarify intent of unit
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- develop a financial plan which identifies financial requirements of the business, including cash flow projections and a projected profit statement
- follow the financial plan, including:
  - demonstrating an awareness of appropriate legal requirements
  - implementing strategies to monitor financial performance
- identify sources and investigate costs of securing appropriate financial assistance.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain break-even analysis
- clarify costing for the business, including margin or mark-up, hourly charge-out rates and unit costs
- summarise financial decision-making relevant to the business
- outline methods and relative costs of obtaining finance
- summarise principles for preparing balance sheets
- provide a detailed explanation of:
  - principles for preparation of cash flow forecasts
  - principles for preparation of profit and loss statements

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    - purpose of financial reports
- explain relevant accounting terminology
- describe working capital cycles.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the Management and Leadership – Small and Micro Business field of work and include access to:

- software for financial calculations
- relevant legislation, regulations, standards and codes
- relevant workplace documentation and resources
- case studies or where possible, real situations.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBSMB403 Market the small business

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 2.0. Version created to clarify intent
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to monitor and improve business performance via a clear marketing strategy integrated into the business plan.

It applies to individuals who operate a small business independently or within a larger organisation. Individuals in this role analyse and interpret market data.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Small and Micro Business

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Develop marketing strategies	1.1 Analyse the business and its key products or services to determine focus of marketing activities, in accordance with objectives of the business plan 1.2 Evaluate customer base and target market for the small

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ELEMENT	PERFORMANCE CRITERIA
	business as a basis for marketing objectives and strategies 1.3 Conduct a competitor analysis to inform development of marketing strategies 1.4 Determine marketing objectives in consultation with relevant people and in accordance with the business plan 1.5 Ensure strategies are ethically and culturally appropriate and aligned with customer and industry expectations
2. Determine a marketing mix for the business	2.1 Assess product mix, volumes and pricing opportunities to determine marketing focus and optimise profit 2.2 Evaluate costs and benefits of using different distribution channels or providing different levels of customer service, and consider results in determining marketing mix 2.3 Determine marketing and promotional activities including the role of digital engagement to suit target market 2.4 Consider the customer journey and conversations in determining marketing mix
3. Implement marketing strategies	3.1 Brief those involved in the marketing effort on their roles and responsibilities, to ensure success of marketing strategies 3.2 Plan and implement marketing activities, in accordance with marketing objectives and budgetary requirements 3.3 Consider digital devices, platforms and technologies for effectiveness in implementing marketing activities
4. Monitor and improve marketing performance	4.1 Monitor marketing activities and evaluate business performance according to objectives and targets of the business plan 4.2 Analyse performance gaps and take corrective action or set new targets 4.3 Encourage all relevant people to propose ways to improve marketing performance 4.4 Seek and analyse customer reaction to all aspects of the marketing mix, using culturally appropriate processes, to improve targeting and outcomes 4.5 Conduct ongoing research of customer requirements and expectations in both on-line and off-line environments to identify opportunities for change and improvement 4.6 Identify and respond to opportunities to aid business development through new technologies and different ways of

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ELEMENT	PERFORMANCE CRITERIA
	marketing

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.3, 2.2-2.4, 3.2, 4.1, 4.4, 4.6	• Identifies, analyses and evaluates complex information from a range of sources
Writing	1.3, 2.3, 2.5, 3.1, 3.2, 4.4-4.6	• Prepares reports and other workplace documentation using structure, layout and terminology appropriate to the audience
Oral Communication	1.3, 3.1, 4.3, 4.4	• Presents ideas and requirements clearly and using language and non-verbal techniques appropriate to audience and environment • Uses questioning and listening to check and confirm understanding
Numeracy	2.1, 2.2, 3.2, 4.2	• Analyses numerical information to determine budgetary requirements and product quantities • Uses a range of calculation methods to evaluate costs and benefits
Navigate the world of work	4.5	• Regularly reviews current situation and develops strategies to address improvements in marketing performance
Interact with others	4.3	• Recognises importance of building rapport to establish effective working relationships
Get the work done	1.1-1.3, 2.1-2.5, 3.2, 4.1, 4.2	• Takes responsibility for planning and organising own workload, identifying ways of sequencing and combining elements for greater efficiency • Implements actions as per plan, making slight adjustments if necessary and addressing some unexpected issues • Makes a range of critical and non-critical decisions in relatively complex situations, taking a range of constraints into account • Identifies concepts, principles and features of approaches in use in other contexts, and redesigns

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		these to suit own situation • Uses formal and informal processes to monitor implementation of solutions and reflect on outcomes

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBSMB403 Market the small business Release 2	BSBSMB403 Market the small business Release 1	Updated to clarify intent	Equivalent unit

Links

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Assessment Requirements for BSBSMB403 Market the small business

Modification History

Release	Comments
Release 2	This version first released with BSB Business Services Training Package Version 2.0. Version created to clarify intent of unit
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- determine marketing activity focus in line with objectives of the business plan
- evaluate customer base
- understand what is ethically and culturally appropriate
- determine a marketing mix according to market and business needs, including:
  - ability to optimise sales and profit
  - ability to evaluate costs and benefits
  - determine customer needs and promotional activities
- determine marketing strategies, including briefing appropriate personnel on their responsibilities
- identify marketing opportunities in the digital environment
- develop approaches to engage, respond and monitor customers in the digital space
- monitor and evaluate activities and performance, and correct performance gaps
- consult and communicate effectively with relevant people
- research and monitor ongoing changes and improvements.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

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- discuss industry market trends
- identify performance evaluation methods
- explain methods of analysing costs and benefits of marketing strategies
- summarise methods of developing marketing objectives and marketing mix
- compare current digital devices, platforms and technologies for effectiveness in achieving marketing objectives
- outline methods of monitoring customer satisfaction
- identify relevant market analysis and research
- provide a detailed explanation of relevant marketing concepts and methods.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the Management and Leadership – Small and Micro Business field of work and include access to:

- business technology
- software for analysis of data
- workplace documents and case studies or where possible, real situations
- interaction with others.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBSMB404 Undertake small business planning

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 2.0. Version created to clarify intent of unit
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to research and develop an integrated business plan for achieving business goals and objectives.

It applies to individuals who operate a small business that operates independently, or as part of a larger organisation. Individuals in this role interpret business information and numerical data competently.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Small and Micro Business

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify elements of the business plan	1.1 Identify purpose of the business plan 1.2 Identify and review essential components of the business plan 1.3 Identify and document business goals and objectives as a basis for measuring business performance

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ELEMENT	PERFORMANCE CRITERIA
2. Develop a business plan	2.1 Research resources, legal and compliance requirements, specifically in relation to work health and safety (WHS), in accordance with business goals and objectives 2.2 Research market needs, and market size and potential 2.3 Identify sources and costs of finance, from financial plan, to provide required liquidity and profitability for the business 2.4 Identify methods, from marketing strategies, to promote market exposure of the business 2.5 Identify methods or means of production or operation from production or operations plan to conform with business goals and objectives 2.6 Identify staffing requirements to effectively produce or deliver products and services 2.7 Identify, assess and prioritise internal and external risks 2.8 Identify specialist services and sources of advice, where required, and cost in accordance with available resources
3. Develop strategies for minimising risks	3.1 Identify specific interests and objectives of relevant people and seek and confirm their support of planned business direction 3.2 Identify and develop risk management strategies according to business goals and objectives, and relevant legal requirements 3.3 Develop a contingency plan to address possible areas of non-conformance with the plan

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.3, 2.1-2.7, 3.1, 3.2	• Identifies, analyses and evaluates complex workplace documentation during planning process
Writing	1.3, 2.3-2.7, 3.1-3.3	• Prepares written reports and workplace documentation that communicate complex information clearly and effectively
Oral	1.1, 3.1	• Articulates ideas and requirements clearly and

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Communication		creatively based on techniques appropriate to assess business performance
Numeracy	2.2, 2.3, 2.5-2.7	• Interprets numerical information to determine prospective markets, resource allocations and business profits/losses
Navigate the world of work	2.1, 3.2	• Appreciates implications of legal and regulatory responsibilities related to own work
Interact with others	3.1	• Looks for strengths in others, finding ways of working with and building on these and sharing own knowledge and experience freely
Get the work done	1.1, 1.2, 2.1-2.7, 3.2, 3.3	• Uses a combination of formal, logical planning processes and an increasingly intuitive understanding of context to identify relevant information and to evaluate alternative strategies • Implements actions as per plan, making slight adjustments if necessary, and addressing some unexpected issues • Makes a range of critical and non-critical decisions in relatively complex situations, taking a range of constraints into account • Identifies concepts, principles and features of approaches in use in other contexts, and redesigns these to suit own situation • Uses formal and informal processes to monitor implementation of solutions and reflect on outcomes

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBSMB404 Undertake small business planning Release 2	BSBSMB404 Undertake small business planning Release 1	Updated to clarify intent	Equivalent unit

Links

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Assessment Requirements for BSBSMB404 Undertake small business planning

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 2.0. Version created to clarify intent of unit
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- develop a business plan which provides for finance, marketing and provision of products or services to facilitate all business goals and objectives
- identify and plan all work health and safety (WHS) and duty of care responsibilities
- identify and assess internal and external risks to the business
- develop risk management strategies including a contingency plan for non-conformance.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- discuss all government legislative requirements relating to business operation, especially in regard to WHS and environmental issues, equal employment opportunity, industrial relations and anti-discrimination
- explain methods of evaluation
- summarise WHS responsibilities and procedures for identifying hazards relevant to the business
- outline planning processes
- describe preparation of a business plan
- identify principles of risk management relevant to small business planning
- outline common risks particular to the small business type or industry
- explain reasons for, and benefits of, business planning

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- clarify relevant industry codes of practice
- outline setting goals and objectives
- explain types of business planning – feasibility studies; strategic, operational, financial and marketing planning.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the Management and Leadership – Small and Micro Business field of work and include access to:

- business equipment and resources
- relevant legislation, regulations, standards and codes
- relevant workplace documentation and resources
- case studies or where possible, real situations
- interaction with others.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBSMB405 Monitor and manage small business operations

Modification History

Release	Comments
Release 3	This version released with BSB Business Services Training Package Version 2.0. Version created to clarify intent of unit
Release 2	This version first released with BSB Business Services Training Package Version 1.1. Version created to correct mapping table information
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to implement a business plan and modify operations as required.

It applies to individuals who operate a small business which stands alone, or is part of a department within a larger organisation. Individuals in this role use problem-solving skills and take responsibility for developing approaches to manage business operations.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Small and Micro Business

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the	*Performance criteria describe the performance needed to*

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ELEMENT	PERFORMANCE CRITERIA
essential outcomes.	*demonstrate achievement of the element.*
1. Develop operational strategies and procedures	1.1 Develop an action plan to provide a clear and coherent direction, in accordance with business goals and objectives 1.2 Identify work health and safety (WHS) and environmental issues, and implement strategies to minimise risk factors 1.3 Develop a quality system for the business in line with industry standards, compliance requirements and cultural criteria 1.4 Develop performance measures and operational targets to conform with the business plan 1.5 Develop strategies for innovation, including utilisation of existing, new or emerging technologies, where practicable, to optimise business performance
2. Implement operational strategies and procedures	2.1 Implement systems and key performance indicators or targets to monitor business performance and customer satisfaction 2.2 Implement systems to control stock, expenditure or cost, wastage or shrinkage and risks to health and safety in accordance with the business plan 2.3 Maintain staffing requirements, where applicable, within budget, to maximise productivity 2.4 Carry out provision of goods or services in accordance with established legal, ethical cultural and technical standards 2.5 Provide goods or services in accordance with time, cost and quality specifications, and customer requirements 2.6 Apply quality procedures to address product or service and customer requirements
3. Monitor business performance	3.1 Regularly monitor and review achievement of operational targets to ensure optimum business performance, in accordance with business plan goals and objectives 3.2 Review systems and structures, with a view to more effectively supporting business performance 3.3 Investigate and analyse operating problems to establish causes and implement changes as required, as part of the business quality system 3.4 Amend operational policies and procedures to incorporate corrective action
4. Review business operations	4.1 Review and adjust business plan, as required, to maintain business viability, in accordance with business goals and

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ELEMENT	PERFORMANCE CRITERIA
	objectives 4.2 Clearly record proposed changes to aid future planning and evaluation 4.3 Undertake ongoing research into new business opportunities and adjust business goals and objectives as new business opportunities arise

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.3, 1.5, 2.1, 2.2, 2.4, 2.5, 3.1, 4.1	• Evaluates complex text to determine legislative, regulatory and workplace documentation
Writing	1.1, 1.3-1.5, 3.2, 3.4, 4.1, 4.2	• Prepares written reports and workplace documentation that communicate complex information clearly and effectively
Oral Communication	3.2	• Articulates clearly using specific and relevant language suitable to audience to convey requirements, and employs listening and questioning techniques to confirm understanding
Numeracy	2.2, 2.3, 2.5	• Interprets numerical information to manage performance information and regulate cash flow
Navigate the world of work	1.1-1.3, 2.2, 2.4, 4.1	• Monitors adherence to organisational policies and procedures and considers own role for its contribution to broader goals of the work environment • Appreciates implications of legal and regulatory responsibilities related to own work with specific reference to safety
Get the work done	1.1, 1.3-1.5, 2.1-2.3, 2.5, 2.6, 3.1-3.3, 4.1, 4.3	• Reflects on how digital systems and tools are used or could be used to achieve work goals, and begins to recognise strategic and operational applications • Identifies concepts, principles and features of approaches in use in other contexts and considers how these may suit own situation • Develops plans to manage relatively complex, non-routine tasks with an awareness of how they may

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		contribute to longer-term operational and strategic goals • Uses each experience to reflect on how variables impact decision outcomes, and to gain insights into what constitutes 'good' judgement and an effective decision in different contexts • Recognises and addresses some unfamiliar problems of increasing complexity within own scope

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBSMB405 Monitor and manage small business operations Release 3	BSBSMB405 Monitor and manage small business operations Release 2	Updated to clarify intent	Equivalent unit

Links

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Assessment Requirements for BSBSMB405 Monitor and manage small business operations

Modification History

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Release 2	This version first released with BSB Business Services Training Package Version 1.1. Version created to correct mapping table information
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- develop strategies and procedures to successfully manage business operations, including:
  - developing an action plan
  - identifying risk management procedures
  - developing a quality system
  - implementing performance measures
  - utilising technologies to optimise business performance
- implement and monitor strategies and procedures developed, including:
  - analysing and correcting business problems
  - reviewing and adjusting the business plan
- record and research business improvements
- make appropriate adjustments to business operations as required.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

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Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- summarise relevant industry codes of practice
- explain methods for implementing operation and revenue control systems
- summarise methods for monitoring performance and implementing improvements
- outline work health and safety (WHS) responsibilities and procedures for managing hazards
- identify relevant principles of risk management, including risk assessment
- clarify quality system principles and methods
- summarise relevant performance measures
- discuss role of innovation
- outline systems to manage staff, stock, expenditure, services and customer service
- identify technical or specialist skills relevant to business operations.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the Management and Leadership – Small and Micro Business field of work and include access to:

- business equipment and resources
- relevant legislation, regulations, standards and codes
- relevant workplace documentation and resources
- case studies or possible, real situations
- interaction with others.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBSMB407 Manage a small team

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 2.0. Version created to clarify intent of unit
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to select, induct, train and develop staff members to enhance business operations within the parameters of all relevant legislative requirements.

It applies to individuals who operate a small business that stands alone, or is part of a department within a larger organisation. Individuals in this role have a good knowledge of industrial relations and team management and use effective, responsive and supportive communication in workplace interactions.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Small and Micro Business

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Develop staffing plan	1.1 Determine staffing requirements to allow the business to run effectively, in accordance with requirements outlined in the

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ELEMENT	PERFORMANCE CRITERIA
	business plan 1.2 Identify and compare existing skills of owner/s and staff with business requirements to identify any gaps 1.3 Develop policies and procedures for owner/s and staff, in accordance with the business plan
2. Recruit, induct, train and retain team	2.1 Develop job or position descriptions, competencies required and selection criteria to meet business' needs 2.2 Judge information obtained from each candidate against specified selection criteria, and select according to business needs and legal requirements 2.3 Induct new staff members in accordance with policies and procedures of the business 2.4 Make team members aware of their responsibilities and performance requirements as soon as practicable, and take opportunities to coach team members who are unfamiliar with procedures of the business 2.5 Develop and implement a staff development program and career paths based on requirements of business and staff competencies 2.6 Advertise staff vacancies appropriately in accordance with staffing plan
3. Comply with industrial relations obligations	3.1 Clarify workplace rights and obligations of employers and employees, in accordance with legal requirements and codes of practice 3.2 Counsel staff, if required, in a positive and constructive manner and record outcomes accurately
4. Maintain staff records	4.1 Develop staff records system to provide timely and accurate information, in accordance with confidentiality, legal and taxation requirements 4.2 Monitor and accurately maintain system for recording and retrieving personnel and payroll information, and seek specialist advice where required
5. Manage staff	5.1 Regularly review contribution and skills of self and other team members to ensure performance is in line with agreed performance measures 5.2 Monitor and adjust staffing requirements to respond to any changes in tasks and functions required by the business 5.3 Support and encourage staff, and acknowledge and reward

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ELEMENT	PERFORMANCE CRITERIA
	their contribution 5.4 Regularly provide opportunities for staff to discuss work related issues 5.5 Develop contingency plans to cope with unexpected or extreme situations and take appropriate corrective action as required
6. Review team performance	6.1 Develop positive and constructive relationships with and between team members 6.2 Review and update team objectives in support of business goals on a regular basis in consultation with team members 6.3 Identify strengths and weaknesses of team against current and expected work requirements 6.4 Schedule time, on a regular basis, for team members to review work operations to maintain and improve operational efficiency 6.5 Encourage team members to monitor their own performance, suggest improvements and identify professional development needs, in accordance with personal and business requirements 6.6 Monitor and review staff turnover rate

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.3, 2.2, 2.3, 2.5, 2.6, 3.1, 4.1, 5.1, 6.3, 6.5, 6.6	• Evaluates complex text to determine legislative, regulatory and workplace documentation
Writing	1.3, 2.1-2.6, 3.1, 3.2, 4.1, 4.2, 5.5, 6.1-6.3, 6.5	• Prepares written reports and workplace documentation that communicate complex information clearly and effectively
Oral Communication	1.2, 2.2-2.4, 3.1, 3.2, 4.2, 5.3, 5.4, 6.1, 6.2, 6.4, 6.5	• Articulates clearly using specific and relevant language suitable to audience to convey requirements, and employs listening and questioning techniques to confirm understanding • Participates in verbal negotiations and coaching using tone and language suitable to audience

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Numeracy	6.4	• Uses basic mathematical formulas to review staff performances within available work schedules
Navigate the world of work	1.3, 2.2. 3.1, 4.1	• Understands own legal rights and responsibilities and is extending understanding of general legal principles across work contexts • Monitors adherence to organisational policies and procedures and considers own role for its contribution to broader goals of the work environment
Interact with others	2.4, 2.6, 5.3, 6.1, 6.5	• Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group interaction, influencing direction and taking a leadership role on occasion • Looks for ways of establishing connections and building genuine understanding with a diverse range of people • Actively identifies important communication exchanges, selecting appropriate channels, format, tone and context to suit purpose and audience, and monitors impact
Get the work done	1.1, 1.2, 2.2, 2.3, 2.5, 4.2, 5.1, 5.2, 5.5, 6.3, 6.6	• Uses digital technologies and systems safely, legally and ethically when gathering, storing, accessing and sharing information • Develops plans to manage relatively complex, non-routine tasks with an awareness of how they may contribute to longer-term operational and strategic goals • Makes a range of critical and non-critical decisions in relatively complex situations, taking a range of constraints into account • Uses formal and informal processes to monitor implementation of ideas and reflect on outcomes • Recognises and anticipates an increasing range of familiar problems, their symptoms and causes, actively looking for early warning signs and implementing contingency plans

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBSMB407 Manage a small team Release 2	BSBSMB407 Manage a small	Updated to clarify intent	Equivalent unit

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Code and title current version	Code and title previous version	Comments	Equivalence status
	team Release 1		

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBSMB407 Manage a small team

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 2.0. Version created to clarify intent of unit
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- use the business plan to:
  - determine staffing requirements
  - coordinate skill-gap training where required
  - develop human resource policies and procedures
- develop job descriptions and selection criteria
- determine induction processes
- implement staff development program
- adhere to legal requirements and codes of practice
- develop staff records system
- conduct ongoing performance measures
- communicate effectively with staff members
- develop contingency plans
- develop strategies to review team performance
- monitor and review staff.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- discuss all government legislative requirements relating to staffing the business operation

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- explain work health and safety (WHS) responsibilities and procedures for managing hazards
- summarise relevant industry awards or enterprise agreements
- outline staff development pathways
- identify training course options for staff development
- summarise staff counselling, grievance and disciplinary procedures
- identify unfair dismissal legislation and procedures.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the Management and Leadership – Small and Micro Business field of work and include access to:

- business equipment and resources
- relevant legislation, regulations, standards and codes
- relevant workplace documentation and resources
- case studies or where possible, real situations
- interaction with others.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBSMB417 Recruit staff

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 2.0.

Application

This unit describes the skills and knowledge required to prepare a job description and recruit new staff to meet business needs.

It applies to individuals who run a small business that operates independently, or as part of a larger organisation. They have responsibility for defining future personnel requirements, determining job specifications, evaluating and selecting candidates, and recruiting staff.

Unit Sector

Management and Leadership – Small and Micro Business

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Plan for future staff requirements.	1.1 Calculate staffing requirements and determine the nature of employment 1.2 Determine the competencies and attitudes required 1.3 Develop a job description or position statement that accurately reflects the requirements of the role and meets legislation, codes, national standards and work health and safety (WHS) obligations 1.4 Consult with other staff where relevant to confirm requirements 1.5 Allocate budget and resources to the recruitment and selection process

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ELEMENT	PERFORMANCE CRITERIA
2. Conduct a selection process	2.1 Choose an appropriate strategy to advertise vacancies 2.2 Determine if other people will be involved in the selection process and the nature of their input 2.3 Decide on the information required from candidate and selection criteria to be applied 2.4 Assess candidates against selection criteria 2.5 Short-list candidates and schedule interviews or skills demonstrations if applicable and advise relevant people of times, dates and venues 2.6 Contact referees for referee reports and investigate external sources of information about the candidate 2.7 Select the preferred candidate based on information gained
3. Recruit and induct staff	3.1 Secure preferred candidate's agreement 3.2 Advise unsuccessful candidates of outcomes and respond to any feedback requests 3.3 Prepare an employment contract covering conditions of employment and other documentation or forms required 3.4 Arrange for successful candidate’s induction into business

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.3, 2.4-2.7	• Identifies and analyses complex texts to determine legislative, regulatory and business requirements • Analyses and evaluates a range of textual information to determine staff requirements of the organisation, and suitability of candidates
Writing	1.1-1.4, 2.3, 2.4, 3.1-3.3	• Researches and develops documents that communicate effectively, attracting suitable candidates for available positions, and reflect all applicable legislative and national standards obligations • Creates texts using formats and language appropriate to the audience and context

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Oral Communication	1.4, 2.5, 2.6, 3.1, 3.2, 3.4	• Presents information and seeks advice using language appropriate to audience • Participates in discussions using listening and questioning to elicit the views of others and to clarify or confirm understanding
Numeracy	1.1, 1.5	• Uses basic numeracy skills to calculate staffing requirements, and resources and budget needed for the recruitment process
Navigate the world of work	1.3, 3.3	• Recognises and adheres to legislative requirements and organisational policies and procedures associated with the recruitment process
Interact with others	1.4, 2.5, 2.6, 3.1, 3.2, 3.4	• Selects and uses appropriate conventions and protocols when communicating with internal stakeholders, as well as candidates and their referees, to seek or share information
Get the work done	1.1-1.3, 1.5, 2.1-2.7, 3.1-3.4	• Plans and organises workload, information, and recruitment that ensures compliance with organisational policies and procedures, national standards and legislative requirements • Uses systematic, analytical processes to define staffing needs, attract suitable candidates and select and recruit appropriate candidates

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBSMB417 Recruit staff	Not applicable	New unit	No equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBSMB417 Recruit staff

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 2.0.

Performance Evidence

Evidence of the ability to:

- calculate staffing requirements
- identify the personal attributes, knowledge and skills required for a particular role
- prepare a job description or position statement
- develop selection criteria and interview questions
- participate in interviews and other selection techniques including assessing candidates against selection criteria to short-list them
- obtain referees' reports
- advise unsuccessful candidates of the results
- secure preferred candidate’s agreement and provide an employment contract
- arrange induction.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain the differences between employees and contractors
- outline the components of a job description or position statement
- explain legislation relevant to recruitment, selection and induction of staff for small business
- identify sources of information on conditions of employment, including employee entitlements, awards and agreements
- identify potential strategies for advertising vacancies
- outline external sources of information about candidates
- explain a range of interviewing techniques and other selection processes and their application.

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Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the Management and Leadership – Small and Micro Business field of work and include access to:

- workplace policies and procedures
- legislation, regulations, Codes and Standards relevant to staff recruitment, selection and induction
- case studies or, where possible, real situations
- interaction with others.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBSMB420 Evaluate and develop small business operations

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 3.0.

Application

This unit describes the skills and knowledge required to evaluate and develop small business operations.

It applies to individuals who operate a small business which stands alone, or that is part of a department within a larger organisation. Individuals in this role use problem-solving skills and take responsibility for developing approaches to evaluating and developing business operations.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Small and Micro Business

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Review and evaluate operational strategies and procedures	1.1 Develop a detailed operational plan that sets out clear action points to fulfil on business goals and objectives 1.2 Identify work health and safety (WHS) and environmental issues and implement strategies to minimise risk factors 1.3 Review and evaluate, where appropriate, a quality assurance process for the business in line with industry standards, compliance requirements and cultural criteria 1.4 Develop operational KPIs that align with the business plan 1.5 Align KPIs to business strategies, including utilisation of

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ELEMENT	PERFORMANCE CRITERIA
	existing or new technologies, where practicable, to optimise business performance
2. Implement operational strategies and procedures	2.1 Implement systems to evaluate business performance and customer satisfaction, including by setting key performance indicators or targets 2.2 Implement systems to control stock, expenditure or cost, wastage or shrinkage and risks to health and safety in accordance with the business plan, incorporating new digital technologies where possible 2.3 Identify and manage staffing requirements, considering a range of permanent and flexible arrangements, and adhering to budgetary constraints 2.4 Provide goods or services in accordance with established legal, ethical cultural and technical standards 2.5 Provide goods or services in accordance with time, cost and quality specifications, and customer requirements, incorporating new digital technologies where possible 2.6 Apply quality procedures to address product or service and customer requirements
3. Evaluate business performance	3.1 Use digital technologies to regularly evaluate and review achievement of operational targets to ensure optimum business performance, in accordance with business goals and objectives 3.2 Review and document systems and structures, with a view to more effectively supporting business performance 3.3 Investigate and analyse operating problems to establish causes and implement changes as required, as part of the business quality system 3.4 Update operational policies and procedures to incorporate corrective action
4. Review business operations	4.1 Review and adjust business operations to increase business success, in accordance with business goals and objectives 4.2 Research new and emerging digital technologies periodically, implementing as relevant, in accordance with business goals and objectives 4.3 Undertake ongoing research into new business opportunities and adjust business goals and objectives as new business opportunities arise

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Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	• Evaluates complex text to determine legislative, regulatory and workplace documentation
Writing	• Prepares written reports and workplace documentation that communicate complex information clearly and effectively
Oral Communication	• Articulates clearly using specific and relevant language suitable to audience to convey requirements, and employs listening and questioning techniques to confirm understanding
Numeracy	• Interprets numerical information to manage performance information and regulate cash flow
Navigate the world of work	• Evaluates adherence to organisational policies and procedures and considers own role for its contribution to broader goals of the work environment • Appreciates implications of legal and regulatory responsibilities related to own work with specific reference to safety
Get the work done	• Reflects on how digital systems and tools are used or could be used to achieve work goals, and begins to recognise strategic and operational applications • Identifies concepts, principles and features of approaches in use in other contexts and considers how these may suit own situation • Develops plans to manage relatively complex, non-routine tasks with an awareness of how they may contribute to longer-term operational and strategic goals • Uses each experience to reflect on how variables impact decision outcomes, and to gain insights into what constitutes an effective decision in different contexts

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBSMB420 Evaluate and develop small business operations	BSBSMB405 Monitor and manage small business operations	Updates to title, elements, performance criteria and assessment requirements	Equivalent unit

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBSMB420 Evaluate and develop small business operations

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 3.0.

Performance Evidence

Evidence of the ability to:

- develop strategies and procedures to successfully manage business operations, including:
  - developing an operational plan
  - identifying risk management procedures
  - developing a quality assurance process
  - developing and implementing performance measures
  - utilising existing, new and emerging digital technologies to optimise business performance
- implement and evaluate strategies and procedures developed, including:
  - controlling stock, expenditure, and work health and safety risks
  - identifying and meeting staffing requirements
  - analysing and correcting business problems
  - reviewing and adjusting the business plan
- record and research business improvements, including the potential to implement new and emerging digital technologies
- make appropriate adjustments to business operations as required.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

The candidate must be able to demonstrate the following knowledge to effectively complete the tasks outlined in the elements and performance criteria of this unit, and to manage tasks and reasonably foreseeable contingencies in the context of the work role.

- Key features of relevant legislation and industry codes of practice
- Key features of methods for implementing operation and revenue control systems

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- Key features of methods for evaluating performance and implementing improvements
- Key features of work health and safety (WHS) responsibilities and procedures for managing hazards
- Key features of relevant principles of risk management, including risk assessment
- Key features of quality assurance system principles and methods
- Key features of the role of digital technologies and innovation in modern business
- Key features of systems to manage staff, stock, expenditure, services and customer service
- Key features of required technical or specialist skills relevant to business operations.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the Management and Leadership – Small and Micro Business field of work and include access to:

- business equipment and resources, including business technology
- relevant legislation, regulations, standards and codes
- relevant workplace documentation and resources
- case studies or possible, real situations
- interaction with others.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBSMB421 Manage small business finances

Modification History

Release	Comments
Release 2	This version first released with BSB Business Services Training Package Version 5.0. Version created to clarify intent of unit
Release 1	This version first released with BSB Business Services Training Package Version 3.0.

Application

This unit describes the skills and knowledge required to implement and review financial management strategies on a regular basis, including by using new and emerging digital technologies.

It applies to individuals who operate a small business that stands alone, or that is part of a department within a larger organisation. Individuals in this role interpret financial reports and other numerical data to develop financial management strategies.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Small and Micro Business

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Implement financial strategy	1.1 Identify financial information requirements and obtain specialist services, as required, to profitably operate the business 1.2 Produce financial budgets or projections, including cash flow

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ELEMENT	PERFORMANCE CRITERIA
	estimates, as required for each forward period, and distribute to relevant people in accordance with legal requirements 1.3 Develop a plan to negotiate and manage business capital to best enable implementation of the business plan 1.4 Develop and maintain strategies to enable adequate financial provision for taxation in accordance with legal requirements 1.5 Develop, monitor and maintain client credit policies, including contingencies for debtors in default, to maximise cash flow 1.6 Select key performance indicators to enable ongoing monitoring of financial performance in line with the business plan 1.7 Record and communicate financial procedures to relevant personnel to facilitate implementation of the business plan
2. Monitor financial performance	2.1 Use available digital technologies to regularly monitor and report on financial performance targets, and analyse data to establish extent to which the financial goals have been met 2.2 Monitor marketing and operational strategies for their effects on the financial goals 2.3 Calculate and evaluate financial ratios according to own or industry benchmarks 2.4 Assess financial plan to determine whether variations or alternative plans are needed, and change as required 2.5 Undertake research regularly to identify opportunities to implement new and emerging technologies to boost business profitability in accordance with the business plan

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	• Evaluates complex text to determine legislative, regulatory and workplace documentation
Writing	• Prepares written reports and workplace documentation that communicate complex information clearly and effectively
Oral Communication	• Articulates clearly using specific and relevant language suitable to audience to convey requirements, and employs listening and questioning techniques to confirm understanding

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	• Participates in verbal negotiations using tone and language suitable to audience
Numeracy	• Interprets numerical information to calculate all relevant financial information
Navigate the world of work	• Appreciates implications of legal and regulatory responsibilities related to own work
Interact with others	• Selects appropriate form, channel and mode of communication for a specific purpose relevant to own role
Get the work done	• Develops plans to manage relatively complex, non-routine tasks with an awareness of how they may contribute to longer-term operational and strategic goals • Makes a range of critical and non-critical decisions in relatively complex situations, taking a range of constraints into account • Uses formal and informal processes to monitor implementation of ideas and reflect on outcomes

Unit Mapping Information

Supersedes and is equivalent to BSBSMB406 Manage small business finances.

Links

Companion Volume Implementation Guides are available from VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBSMB421 Manage small business finances

Modification History

Release	Comments
Release 2	This version first released with BSB Business Services Training Package Version 5.0. Version created to clarify intent of unit
Release 1	This version first released with BSB Business Services Training Package Version 3.0.

Performance Evidence

Evidence of the ability to:

- manage the business according to financial goals, including:
  - adhering to legal requirements
  - produce relevant financial projections, including cash flow estimates
  - develop a plan to negotiate and manage business assets and financial capital
  - defining strategies for debt collection and contingencies for debtors
  - managing cash flow
  - defining key performance indicators
  - communicating with relevant people
  - seeking specialist services where required
- monitor the business against financial plan and make changes as required
- identify opportunities to implement new and emerging digital technologies to support the financial management of the business.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

The candidate must be able to demonstrate the following knowledge to effectively complete the tasks outlined in the elements and performance criteria of this unit, and to manage tasks and reasonably foreseeable contingencies in the context of the work role.

- Key features of benchmarking

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- Key features of financial decision-making relevant to the business
- Key features of significant financial indicators
- Key purposes of financial reports
- Key features of balance sheet preparation and interpretation
- Key features of debt collection procedures or strategies
- Key features of profit and loss statement preparation and interpretation
- Key features of stock records and stock control relevant to the business.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the Management and Leadership – Small and Micro Business field of work and include access to:

- business equipment and resources, including business technology
- relevant legislation, regulations, standards and codes
- relevant workplace documentation and resources
- case studies or where possible, real situations
- interaction with others.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guides are available from VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBSUS201 Participate in environmentally sustainable work practices

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to effectively measure current resource use and carry out improvements, including reducing the negative environmental impact of work practices.

It applies to individuals, working under supervision or guidance, who are required to follow workplace procedures and instructions, and work in an environmentally sustainable manner within scope of competency, authority and own level of responsibility.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Industry Capability – Sustainability

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify current resource use	1.1 Identify workplace environmental and resource efficiency issues 1.2 Identify resources used in own work role 1.3 Document and measure current usage of resources using appropriate techniques 1.4 Record and file documentation measuring current usage, using

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ELEMENT	PERFORMANCE CRITERIA
	technology (such as software systems) where applicable 1.5 Identify and report workplace environmental hazards to appropriate personnel
2. Comply with environmental regulations	2.1 Follow workplace procedures to ensure compliance 2.2 Report breaches or potential breaches to appropriate personnel
3. Seek opportunities to improve resource efficiency	3.1 Follow organisational plans to improve environmental practices and resource efficiency 3.2 Work as part of a team, where relevant, to identify possible areas for improvements to work practices in own work area 3.3 Make suggestions for improvements to workplace practices in own work area

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.3, 2.1, 3.1	• Recognises and interprets textual information to establish job requirements from relevant information
Writing	1.3, 1.4, 1.5, 2.2	• Completes documents using required formats
Oral Communication	1.5, 2.2, 3.3	• Articulates ideas clearly and uses simple and relevant language to identify and report issues to designated person
Numeracy	1.3	• Calculates basic metric measurements to determine resource usage
Navigate the world of work	2.1	• Understands and adheres to legal and regulatory responsibilities related to own work
Interact with others	1.5, 2.2, 3.2, 3.3	• Selects and uses appropriate conventions and protocols when communicating with co-workers in range of work contexts • Collaborates and cooperates with others to achieve joint outcomes
Get the work	1.1-1.4, 3.1, 3.3	• Implements actions as per plan, taking some responsibility for sequencing and timing of tasks

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done		• Uses main features and functions of digital tools to complete work tasks and access information • Analyses current practices to identify opportunities for improvement.

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBSUS201 Participate in environmentally sustainable work practices	BSBSUS201A Participate in environmentally sustainable work practices	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBSUS201 Participate in environmentally sustainable work practices

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- locate and interpret a range of environment/sustainability legislation and procedural requirements
- participate in and support discussions for an improved resource efficiency process
- identify, document and measure usage of resources
- collaborate with team members on suggestions for improving workplace practices.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify environmental and resource hazards/risks as well as environmental or sustainability legislation, regulations and codes of practice applicable to own role
- outline sustainability requirements in the workplace
- identify reporting channels and procedures to report breaches and potential issues
- identify where to find environmental and resource efficiency systems and procedures.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the sustainability field of work and include access to:

- documentation, information and resources related to workplace environmental and resource efficiency issues
- office equipment and resources
- case studies and, where possible, real situations

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- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBSUS401 Implement and monitor environmentally sustainable work practices

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 2.0. Version created to better align unit to AQF level.

Application

This unit describes the skills and knowledge required to effectively analyse the workplace in relation to environmentally sustainable work practices and to implement improvements and monitor their effectiveness.

It applies to individuals with responsibility for a specific area of work or who lead a work group or team and addresses the knowledge, processes and techniques necessary to implement and monitor environmentally sustainable work practices, including the development of processes and tools.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Industry Capability – Sustainability

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Investigate current practices in relation to resource usage	1.1 Identify environmental regulations applying to the enterprise 1.2 Analyse procedures for assessing compliance with

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ELEMENT	PERFORMANCE CRITERIA
	environmental/sustainability regulations 1.3 Collect information on environmental and resource efficiency systems and procedures, and provide to the work group where appropriate 1.4 Collect, analyse and organise information from a range of sources to provide information/advice and tools/resources for improvement opportunities 1.5 Measure and document current resource usage of members of the work group 1.6 Analyse and document current purchasing strategies 1.7 Analyse current work processes to access information and data to assist in identifying areas for improvement
2. Set targets for improvements	2.1 Seek input from stakeholders, key personnel and specialists 2.2 Access external sources of information and data as required 2.3 Evaluate alternative solutions to workplace environmental issues 2.4 Set efficiency targets
3. Implement performance improvement strategies	3.1 Source and use appropriate techniques and tools to assist in achieving efficiency targets 3.2 Apply continuous improvement strategies to own work area of responsibility, including ideas and possible solutions to communicate to the work group and management 3.3 Implement and integrate environmental and resource efficiency improvement plans for own work group with other operational activities 3.4 Supervise and support team members to identify possible areas for improved practices and resource efficiency in work area 3.5 Seek suggestions and ideas about environmental and resource efficiency management from stakeholders and act upon where appropriate 3.6 Implement costing strategies to fully utilise environmental assets
4. Monitor performance	4.1 Use and/or develop evaluation and monitoring, tools and technology 4.2 Document and communicate outcomes to report on efficiency targets to key personnel and stakeholders 4.3 Evaluate strategies and improvement plans 4.4 Set new efficiency targets, and investigate and apply new tools

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ELEMENT	PERFORMANCE CRITERIA
	and strategies 4.5 Promote successful strategies and reward participants where possible

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.4, 1.6, 1.7, 2.3, 3.1	• Identifies and analyses complex texts to determine legislative, regulatory and business requirements • Reviews reported information to evaluate workplace strategies and improvement practices
Writing	1.5, 1.6, 2.1, 2.2, 2.4, 3.1-3.3, 4.4, 4.5	• Documents findings of investigations from written and oral sources according to organisational requirements • Provides updates about progress using formats and language appropriate to the audience and context
Oral Communication	2.1, 2.2, 3.3-3.5, 4.4, 4.5	• Presents information and seeks advice using structure and language appropriate to audience • Participates in discussions using listening and questioning to elicit the views of others and to clarify or confirm understanding
Numeracy	1.5, 2.4, 3.1, 3.6, 4.4	• Analyses numerical information to measure usage and calculates metric measurements, quantities/ratios and financial data using appropriate tools
Navigate the world of work	1.1, 1.2	• Recognises and follows legislative requirements and organisational policies and procedures associated with own role
Interact with others	1.3, 2.1, 2.2, 3.3-3.5, 4.2, 4.4, 4.5	• Selects and uses appropriate conventions and protocols when communicating with internal and external stakeholders to seek or share information • Collaborates and consults with a range of stakeholders to achieve shared understanding of individual roles in meeting objectives
Get the work done	1.2, 1.4-1.7, 2.3, 2.4, 3.1, 3.2, 3.3, 3.5, 3.6, 4.1, 4.3, 4.4	• Develops plans to manage routine and non-routine tasks for own work group with an awareness of how they contribute to the broader organisation • Uses systematic, analytical processes to set

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		environmental targets, gather relevant information, identify and evaluate alternative approaches • Evaluates outcomes of decisions to identify opportunities for improvement • Uses the main features and functions of digital tools to complete work tasks and access information

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBSUS401 Implement and monitor environmentally sustainable work practices	BSBSUS301 Implement and monitor environmentally sustainable work practices	Recoded to meet AQF standards	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBSUS401 Implement and monitor environmentally sustainable work practices

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 2.0. Version created to better align unit to AQF level.

Performance Evidence

Evidence of the ability to:

- analyse information from a range of sources to identify current procedures, practices and compliance requirements in relation to environmental and resource sustainability
- consult and communicate with relevant stakeholders to seek input and encourage engagement with developing and implementing sustainability improvements, encourage feedback and suggestions and report on outcomes
- plan and organise work group activities to:
  - measure current resource usage
  - solve problems and generate ideas for improvements
  - evaluate and implement strategies to improve resource usage
  - plan, implement and integrate improvements into operations
  - meet environmental requirements
- apply continuous improvement approach to sustainability performance
- apply change management techniques to support sustainability performance.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify relevant internal and external sources of information and explain how they can be used to identify sustainability improvements

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- explain the compliance requirements for the work area with reference to legislation, regulations, codes of practice and workplace procedures that relate to environmental and resource issues
- outline common environmental and energy efficiency issues within the industry
- give examples of benchmarks for environmental and resource sustainability that are relevant to the organisation
- outline organisational systems and procedures that relate to environmental and resource sustainability improvements including:
  - supply chain, procurement and purchasing
  - quality assurance
  - making recommendations and seeking approvals

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the sustainability field of work and include access to:

- relevant legislation, regulations, standards and codes
- relevant workplace documentation and resources
- case studies or, where possible, real situations
- interaction with others.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBSUS406 Identify and apply sustainability rating tools

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 2.0.

Application

This unit describes the skills and knowledge required to effectively use rating tools to obtain a sustainability rating.

It applies to individuals who are responsible for implementing sustainability practices, either as their primary duty or as a part of a work role.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Sustainability

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Prepare to implement sustainability rating tools	1.1 Identify and interpret sustainability rating tools, categories and credits relevant to the organisation 1.2 Collect and organise required documentation for the rating tools and confirm methodology for their use 1.3 Access and interpret organisational and legislative requirements relevant to the use of rating tools 1.4 Identify and confirm requirements for the implementation of the rating tools and obtain approval to proceed

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ELEMENT	PERFORMANCE CRITERIA
2 Implement the sustainability rating tools	2.1 Advise relevant stakeholders of the sustainability rating tools to be used 2.2 Apply the rating tools to gather data about sustainability credentials 2.3 Calculate sustainability rating using all relevant data according to rating tool methodology 2.4 Collate, organise and store data according to organisational and rating tool requirements
3. Evaluate and communicate results	3.1 Evaluate data to identify credits where scores meet, exceed or fall below organisational expectations 3.2 Prepare a report on implementation results, according to internal and external reporting procedures 3.3 Present findings and opportunities for future improvement to relevant stakeholders

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.4, 2.3, 3.1	• Identifies and interprets complex texts to determine tools aligned with organisational goals and legislative requirements
Writing	1.4, 2.1, 3.2, 3.3	• Researches, plans and prepares documentation using format and language appropriate to context, organisational requirements and audience
Oral Communication	1.4, 2.1, 3.3	• Presents information and seeks advice using language appropriate to audience • Participates in discussions using listening and questioning to elicit the views of others and to clarify or confirm understanding
Numeracy	2.2-2.4, 3.1, 3.2	• Includes all relevant data within calculations to provide a complete analysis for implementation and ongoing tracking
Navigate the	1.3, 2.4, 3.2	• Develops, monitors and modifies organisational policies and procedures in accordance with legislative

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world of work		requirements and organisation goals
Interact with others	1.4, 2.1, 3.3	• Selects and uses appropriate conventions and protocols when communicating with internal and external stakeholders to seek or share information • Plays a lead role in presenting outcomes with a range of stakeholders
Get the work done	1.1-1.4, 2.2-2.4, 3.1, 3.2	• Uses systematic, analytical processes in relatively complex situations, setting goals, gathering relevant information, identifying and evaluating options • Manages implementation and tracks outcomes against organisational goals • Provides relevant communication and identifies opportunities for improvement

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBSUS406 Identify and apply sustainability rating tools	Not applicable	New unit	No equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBSUS406 Identify and apply sustainability rating tools

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 2.0.

Performance Evidence

Evidence of the ability to:

- conduct research to identify sustainability rating tools and their implementation requirements
- communicate with relevant stakeholders to obtain approval to proceed with implementation and provide ongoing information
- gather data using sustainability rating tools according to specified methodology and organisational requirements
- analyse data to prepare and present final report according to internal and external requirements.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- list and describe sustainability rating tools applicable to the organisation
- outline categories and credits used in the sustainability rating tools
- explain methodologies for using sustainability rating tools
- summarise the organisational and rating tool requirements for the storage of data
- explain how sustainability rating tools relate to the organisation's environmental goals and objectives.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the sustainability field of work and include access to:

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- relevant sustainability rating documentation
- case studies or, where possible, real situations
- interaction with others.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBWHS302 Apply knowledge of WHS legislation in the workplace

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the, skills and knowledge required to understand and comply with work health and safety (WHS) Acts, regulations and codes of practice in the workplace.

This unit applies to individuals who contribute to actions to achieve compliance with WHS legislation as part of their WHS responsibilities, which are in addition to their main duties.

NOTE: The terms 'occupational health and safety' (OHS) and 'work health and safety' (WHS) are equivalent and generally either can be used in the workplace. In jurisdictions where the National Model WHS Legislation has not been implemented RTOs are advised to contextualise the unit of competency by referring to the existing State/Territory OHS legislative requirements.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Regulation, Licensing and Risk – Work Health and Safety

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Determine the legal framework for WHS in	1.1 Identify and access current WHS legislation and related documentation relevant to the workplace, occupation and industry

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ELEMENT	PERFORMANCE CRITERIA
the workplace	1.2 Apply knowledge of the relationship between WHS Acts, regulations and codes of practice to assist in identifying WHS legislative requirements in the workplace 1.3 Identify duty holders 1.4 Identify legal obligations and duties for who to consult with regarding training of workers and health and safety representatives 1.5 Identify consequences of non-compliance with WHS Acts, regulations, codes of practice, standards and organisational WHS policies, procedures, processes and systems
2. Contribute to activity that reflects WHS legislative requirements	2.1 Contribute to monitoring compliance with legislation 2.2 Contribute to ensuring that workplace complies with legislation 2.3 Identify and take appropriate action on non-compliance with legislation 2.4 Recognise limits of own expertise and legal duties, and access help and advice when required
3. Keep up-to-date with legislation and relevant publications	3.1 Use relevant sources to keep up-to-date with legislation and relevant publications 3.2 Communicate information on relevant legislative changes and relevant publications to others

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Learning	3.1	• Identifies and evaluates information from formal and informal sources to update knowledge
Reading	1.1-1.5, 3.1	• Interprets a range of textual information to determine regulatory and procedural requirements and necessary actions
Writing	2.3, 3.2	• Documents WHS information in a sequential manner using required format, correct grammar and industry specific language
Oral	2.1, 2.2, 2.3, 3.2	• Provides information or advice using language appropriate to audience

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communication		• Uses listening and questioning to clarify and confirm understanding
Navigate the world of work	2.1- 2.3, 3.1	• Follows policies, procedures and legislative requirements relevant to own role • Keeps up to date on changes to legislation or regulations relevant to own role
Interact with others	2.4, 3.2	• Selects appropriate communication protocols and conventions to provide or seek information
Get the work done	1.1-1.5, 2.3, 3.1	• Plans, sequences and prioritises tasks and activities to support compliance with WHS regulatory requirements • Initiates standard procedures in response to non-compliance issues, requesting assistance if necessary • Uses the main features and functions of digital tools to complete work tasks and access information

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBWHS302 Apply knowledge of WHS legislation in the workplace	BSBWHS302A Apply knowledge of WHS legislation in the workplace	Updated to meet Standards for Training Packages Minor edits to clarify intent of performance criteria	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBWHS302 Apply knowledge of WHS legislation in the workplace

Modification History

Release	Comments
Version 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- identify and apply work health and safety (WHS) legislative requirements applicable to the workplace, occupation and industry, including keeping up to date with legislation and relevant publications
- identify and act on non-compliances with WHS legislation
- identify duty holders
- communicate WHS information to others
- refer issues of non-compliance to responsible persons or authorities and seek advice from appropriate sources.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain the WHS legislative duties of self and others including limits on own expertise
- outline the key organisational WHS policies, procedures, processes and systems
- outline the key requirements in relevant commonwealth and state or territory WHS Acts, regulations, codes of practice, standards and guidance material, and other relevant publications
- identify obligations and duties for consultation and who must be consulted
- identify people who could be accessed for help
- identify the consequences of non-compliance
- explain ways to get information about compliance with legislation.

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Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced by individuals carrying out work health and safety duties in the workplace and include access to:

- organisational policies, standard operating procedures, procedures and plans with information on compliance requirements
- relevant Acts, regulations, codes of practice, licensing requirements and standards
- guidance materials and alerts issued by the relevant WHS regulator
- relevant WHS data files
- appropriate office equipment and resources.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBWOR301 Organise personal work priorities and development

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to organise own work schedules, to monitor and obtain feedback on work performance and to maintain required levels of competence.

This unit applies to individuals who exercise discretion and judgement and apply a broad range of competencies in various work contexts.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Industry Capability – Workplace Effectiveness

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Organise and complete own work schedule	1.1 Ensure that work goals, objectives or Key Performance Indicators (KPIs) are understood, negotiated and agreed in accordance with organisational requirements 1.2 Assess and prioritise workload to ensure tasks are completed within identified timeframes 1.3 Identify factors affecting the achievement of work objectives and incorporate contingencies into work plans 1.4 Use business technology efficiently and effectively to manage

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ELEMENT	PERFORMANCE CRITERIA
	and monitor scheduling and completion of tasks
2. Monitor own work performance	2.1 Accurately monitor and adjust personal work performance through self assessment to ensure achievement of tasks and compliance with legislation and work processes or KPIs 2.2 Ensure that feedback on performance is actively sought and evaluated from colleagues and clients in the context of individual and group requirements 2.3 Routinely identify and report on variations in the quality of and products and services according to organisational requirements 2.4 Identify signs of stress and effects on personal wellbeing 2.5 Identify sources of stress and access appropriate supports and resolution strategies
3. Co-ordinate personal skill development and learning	3.1 Identify personal learning and professional development needs and skill gaps using self assessment and advice from colleagues and clients in relation to role and organisational requirements 3.2 Identify, prioritise and plan opportunities for undertaking personal skill development activities in liaison with work groups and relevant personnel 3.3 Access, complete and record professional development opportunities to facilitate continuous learning and career development 3.4 Incorporate formal and informal feedback into review of further learning needs

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Learning	3.1-3.4	• Employs a range of approaches and investigative techniques to source the knowledge necessary to arrange personal learning experiences
Reading	1.1, 1.2, 2.1	• Interprets textual information to determine organisation's procedures, own work performance and objectives

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Writing	1.3, 1.4, 2.3, 3.1, 3.2, 3.3	• Prepares written reports and workplace documents that communicate information clearly and effectively
Oral Communication	2.2, 2.3, 3.1, 3.2	• Clearly gives and receives feedback using specific and relevant language • Uses listening and questioning techniques to confirm understanding
Numeracy	1.1, 1.3	• Understands responsibilities and scope of role and complies with organisational policies, procedures and protocols
Interact with others	1.1, 2.2, 2.3, 3.1, 3.2	• Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role • Fosters and nurtures a culture of constructive and respectful feedback • Proactively collaborates with others to achieve specific goals
Get the work done	1.2, 1.3, 1.4, 2.4, 2.5, 3.2	• Plans and organises work commitments to ensure deadlines and objectives are met • Uses formal analytical thinking techniques to recognise and respond to routine problems • Uses digital systems and tools to enter, store and monitor information

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBWOR301 Organise personal work priorities and development	BSBWOR301B Organise personal work priorities and development	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBWOR301 Organise personal work priorities and development

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- prepare a work plan according to organisational requirements and work objectives
- use business technology to schedule, prioritise and monitor completion of tasks in a work plan
- assess and prioritise own work load and deal with contingencies
- monitor and assess personal performance against job role requirements by seeking feedback from colleagues and clients
- identify personal development needs and access, complete and record skill development and learning.

Note: if a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline key provisions of legislation that relate to own work role
- describe goals, objectives or key performance indicators of own work role
- explain ways to elicit, analyse and interpret feedback when communicating with other people in the workplace
- explain the principles and techniques of goal setting, measuring performance, time management and personal assessment of learning and development needs
- explain signs and sources of stress and strategies to deal with stress in the workplace
- identify methods to identify and prioritise personal learning needs.

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Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the industry capability - workplace effectiveness field of work and include access to:

- office equipment and resources
- work schedules and performance improvement plans
- workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBWOR404 Develop work priorities

Modification History

Release	Comments
Release 2	This version first released with BSB Business Services Training Package Version 1.1. Version created to correct mapping table information
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to monitor and obtain feedback on own work performance and access learning opportunities for professional development.

This unit applies to individuals who are required to design their own work schedules and work plans and to establish priorities for their work. They will typically hold some responsibilities for the work of others and have some autonomy in relation to their own role.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Industry Capability – Workplace Effectiveness

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Plan and complete own work schedule	1.1 Prepare workgroup plans which reflect consideration of resources, client needs and workgroup targets 1.2 Analyse and incorporate work objectives and priorities into personal schedules and responsibilities

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ELEMENT	PERFORMANCE CRITERIA
	1.3 Identify factors affecting the achievement of work objectives and establish contingencies and incorporate them into work plans 1.4 Efficiently and effectively use business technology to manage and monitor planning completion and scheduling of tasks
2. Monitor own work performance	2.1 Identify and analyse personal performance through self-assessment and feedback from others on the achievement of work objectives 2.2 Seek and evaluate feedback on performance from colleagues and clients in the context of individual and group requirements 2.3 Routinely identify and report on variations in the quality of service and performance in accordance with organisational requirements
3. Co-ordinate professional development	3.1 Assess personal knowledge and skills against organisational benchmarks to determine development needs and priorities 3.2 Research and identify sources and plan for opportunities for improvement in consultation with colleagues 3.3 Use feedback to identify and develop ways to improve competence within available opportunities 3.4 Identify, access and complete professional development activities to assist career development 3.5 Store and maintain records and documents relating to achievements and assessments in accordance with organisational requirements

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Learning	3.1, 3.2, 3.3, 3.4	• Develops strategies to reflect on own performance, obtain feedback, and plan and source professional development opportunities
Reading	1.2, 2.1, 2.3, 3.1, 3.5	• Recognises and interprets textual information from relevant sources to understand organisation's policies and practices

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Writing	1.1, 1.3, 2.2, 2.3, 3.2, 3.5	• Prepares written reports and workplace documentation that communicate complex information clearly and effectively
Oral Communication	2.2, 2.3, 3.2	• Provides or seeks information using language suitable to audience and context • Employs listening and questioning techniques to confirm understanding
Numeracy	1.1, 1.2, 1.3	• Interprets numerical information related to budgets and timeframes
Navigate the world of work	1.2, 2.1, 2.3, 3.1, 3.5	• Identifies and understands roles and responsibilities in relation to organisational objectives, policies and procedures
Interact with others	2.2, 2.3, 3.2	• Selects and uses appropriate practices when communicating with internal and external stakeholders to seek or share information • Establishes and builds rapport and relationships with others to foster a culture of trust and honesty in communications
Get the work done	1.1-1.4, 2.3, 3.1, 3.2, 3.4, 3.5	• Plans, organises and implements tasks to meet organisational requirements • Systematically gathers and analyses information and evaluates options in order to anticipate potential problems and develop contingency plans • Uses the main features and functions of digital technologies and tools to complete work tasks efficiently and effectively

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBWOR404 Develop work priorities	BSBWOR404B Develop work priorities	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBWOR404 Develop work priorities

Modification History

Release	Comments
Release 2	This version first released with BSB Business Services Training Package Version 1.1. Version created to correct mapping table information
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- prepare and communicate own work plan
- schedule work objectives and tasks to support the achievement of the workgroup goals
- review own work performance against workgroup objectives through self-assessment and seeking and acting on feedback from clients and colleagues
- plan and access learning opportunities to extend personal work competencies.

Note: if a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain how business technology applications can be used to schedule tasks and plan work
- explain techniques to prepare personal plans and establish priorities
- identify methods to identify and prioritise personal learning needs
- outline a range of professional development options
- explain methods to elicit, analyse and interpret feedback
- provide a detailed explanation of methods that can be used to evaluate own performance.

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Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the industry capability - workplace effectiveness field of work and include access to:

- workplace documentation including policies and procedures, and benchmarks for work group productivity and performance
- workplace equipment and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBWOR501 Manage personal work priorities and professional development

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to create systems and process to organise information and prioritise tasks.

It applies to individuals working in managerial positions who have excellent organisational skills. The work ethic of individuals in this role has a significant impact on the work culture and patterns of behaviour of others as managers at this level are role models in their work environment.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Industry Capability – Workplace Effectiveness

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Establish personal work goals	1.1 Serve as a positive role model in the workplace through personal work planning 1.2 Ensure personal work goals, plans and activities reflect the organisation's plans, and own responsibilities and accountabilities 1.3 Measure and maintain personal performance in varying work conditions, work contexts and when contingencies occur

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ELEMENT	PERFORMANCE CRITERIA
2. Set and meet own work priorities	2.1 Take initiative to prioritise and facilitate competing demands to achieve personal, team and organisational goals and objectives 2.2 Use technology efficiently and effectively to manage work priorities and commitments 2.3 Maintain appropriate work-life balance, and ensure stress is effectively managed and health is attended to
3. Develop and maintain professional competence	3.1 Assess personal knowledge and skills against competency standards to determine development needs, priorities and plans 3.2 Seek feedback from employees, clients and colleagues and use this feedback to identify and develop ways to improve competence 3.3 Identify, evaluate, select and use development opportunities suitable to personal learning style/s to develop competence 3.4 Participate in networks to enhance personal knowledge, skills and work relationships 3.5 Identify and develop new skills to achieve and maintain a competitive edge

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Learning	3.1, 3.2, 3.3, 3.4, 3.5	• Investigates and uses a range of strategies to develop personal competence
Reading	1.2, 3.1, 3.2	• Analyses and interprets textual information from organisational policies and practices or feedback to inform personal development planning
Writing	3.2	• Uses feedback to prepare reports that summarise ways to improve competence
Oral Communication	3.2	• Uses active listening and questioning to seek and receive feedback
Navigate the world of work	1.2, 2.1	• Understands how own role contributes to broader organisational goals • Considers organisational protocols when planning own career development

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Interact with others	1.1, 3.2, 3.4	• Selects and uses appropriate conventions and protocols when communicating with diverse stakeholders • Uses interpersonal skills to establish and build positive working relationships with others
Get the work done	1.1, 1.2, 1.3, 2.1, 2.2, 2.3, 3.1	• Plans and prioritises tasks in order to meet deadlines, manage role responsibilities and to manage own personal welfare • Identifies and uses appropriate technology to improve work efficiency

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBWOR501 Manage personal work priorities and professional development	BSBWOR501B Manage personal work priorities and professional development	Updated to meet Standards for Training Packages Minor edits to clarify Performance Criteria	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBWOR501 Manage personal work priorities and professional development

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- use business technology to create and use systems and processes to organise and prioritise tasks and commitments
- measure and maintain personal work performance including assessing competency against competency standards and seeking feedback
- maintain an appropriate work-life balance to manage personal health and stress
- participate in networks
- develop a personal development plan which includes career objectives and an action plan
- develop new skills.

Note: if a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain principles and techniques involved in the management and organisation of:
  - performance measurement
  - personal behaviour, self-awareness and personality traits identification
  - a personal development plan
  - personal goal setting
  - time
- discuss management development opportunities and options for self
- describe methods for achieving a healthy work-life balance
- outline organisation’s policies, plans and procedures
- explain types of learning style/s and how they relate to the individual
- describe types of work methods and practices that can improve personal performance.

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Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the industry capability - workplace effectiveness field of work and include access to:

- workplace equipment and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBWOR502 Lead and manage team effectiveness

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to lead teams in the workplace and to actively engage with the management of the organisation.

It applies to individuals working at a managerial level who facilitate work teams and build a positive culture within their work teams. At this level, work will normally be carried out using complex and diverse methods and procedures requiring the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Industry Capability – Workplace Effectiveness

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Establish team performance plan	1.1 Consult team members to establish a common understanding of team purpose, roles, responsibilities and accountabilities in accordance with organisational goals, plans and objectives 1.2 Develop performance plans to establish expected outcomes, outputs, key performance indicators (KPIs) and goals for work team 1.3 Support team members in meeting expected performance

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ELEMENT	PERFORMANCE CRITERIA
	outcomes
2. Develop and facilitate team cohesion	2.1 Develop strategies to ensure team members have input into planning, decision making and operational aspects of work team 2.2 Develop policies and procedures to ensure team members take responsibility for own work and assist others to undertake required roles and responsibilities 2.3 Provide feedback to team members to encourage, value and reward individual and team efforts and contributions 2.4 Develop processes to ensure that issues, concerns and problems identified by team members are recognised and addressed
3. Facilitate teamwork	3.1 Encourage team members and individuals to participate in and to take responsibility for team activities, including communication processes 3.2 Support the team in identifying and resolving work performance problems 3.3 Ensure own contribution to work team serves as a role model for others and enhances the organisation's image for all stakeholders
4. Liaise with stakeholders	4.1 Establish and maintain open communication processes with all stakeholders 4.2 Communicate information from line manager/management to the team 4.3 Communicate unresolved issues, concerns and problems raised by team members and follow-up with line manager/management and other relevant stakeholders 4.4 Evaluate and take necessary corrective action regarding unresolved issues, concerns and problems raised by internal or external stakeholders

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description

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Reading	1.1, 4.4	• Analyses and interprets textual information from the organisation's policies, goals and objectives to establish team goals or to determine corrective action
Writing	1.2, 2.1, 2.2, 2.4, 4.2, 4.3, 4.4	• Prepares written reports and workplace documentation that communicate complex information clearly and effectively
Oral Communication	1.1, 2.3, 3.1, 4.1, 4.2, 4.3	• Engages in discussions or provides information using appropriate vocabulary and non-verbal features • Uses listening and questioning techniques to confirm understanding and to engage the audience
Navigate the world of work	1.1, 2.1, 2.2, 3.3	• Understands how own role contributes to broader organisational goals • Modifies or develops policies and procedures to achieve organisational goals
Interact with others	1.1, 1.3, 2.2, 2.3, 3.1, 3.2, 4.2, 4.3	• Selects and uses appropriate conventions and protocols when communicating with diverse stakeholders • Uses interpersonal skills to gain trust and confidence of team and provides feedback to others in forms that they can understand and use • Adapts personal communication style to build positive working relationships and to show respect for the opinions, values and particular needs of others • Plays a lead role in situations requiring effective collaboration, demonstrating high level conflict resolution skills and ability to engage and motivate others
Get the work done	1.2, 2.1, 2.2, 2.4, 3.2, 4.1, 4.3, 4.4	• Develops, implements and monitors plans and processes to ensure team effectiveness • Monitors and actively supports processes and development activities to ensure the team is focused on work outcomes • Plans for unexpected outcomes and implements creative responses to overcome challenges

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBWOR502 Lead and manage team effectiveness	BSBWOR502B Ensure team effectiveness	Updated to meet Standards for Training Packages	Equivalent unit

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Code and title current version	Code and title previous version	Comments	Equivalence status
		Title change	

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBWOR502 Lead and manage team effectiveness

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- use leadership techniques and strategies to facilitate team cohesion and work outcomes including:
  - encouraging and fostering shared understanding of purpose, roles and responsibilities
  - identifying and resolving problems
  - providing feedback to encourage, value and reward others
  - modelling desired behaviour and practices
- develop policies and procedures to ensure team members take responsibility for own work and assist others to undertake required roles and responsibilities
- establish processes to address issues and resolve performance issues
- support team to meet expected performance outcomes including providing formal and informal learning opportunities as needed
- develop performance plans with key performance indicators (KPIs), outputs and goals for individuals or the team which incorporate input from stakeholders
- communicate effectively with a range of stakeholders about team performance plans and team performance
- facilitate two-way flow of information between team and management relevant to team performance
- evaluate and take necessary corrective action regarding unresolved issues, concerns and problems raised by internal or external stakeholders.

Note: if a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain how group dynamics can support or hinder team performance

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- outline strategies that can support team cohesion, participation and performance
- explain strategies for gaining consensus
- explain issue resolution strategies.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the industry capability - workplace effectiveness field of work and include access to:

- workplace documents
- case studies and, where possible, real situations
- office equipment and resources
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBWRK411 Support employee and industrial relations procedures

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to communicate and implement industrial relations policies and procedures to effectively represent organisations/employers.

It applies to individuals who work in support positions, assisting others in dealing with industrial relations conflicts and issues.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Workforce Development – Workplace Relations

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Communicate and implement organisation's industrial relations policies and procedures	1.1 Source and disseminate relevant legislation, agreements, policies and procedures to relevant persons and groups 1.2 Implement agreements, policies and procedures according to site, enterprise and statutory requirements 1.3 Support strategies to effectively communicate with relevant persons and groups on industrial relations matters 1.4 Promote the organisation's industrial relations procedures to

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ELEMENT	PERFORMANCE CRITERIA
	relevant persons and groups 1.5 Represent the organisation appropriately in discussions with key stakeholders
2. Assist in minimising industrial relations conflict	2.1 Monitor the implementation of industrial relations policies and procedures 2.2 Process documentation and report to management and other relevant parties about potential industrial relations conflicts 2.3 Support managers to contain industrial relations conflicts and deal with grievances and disputes, within limits of own authority 2.4 Work with employees to resolve personal grievances and prevent escalation of industrial relations conflicts 2.5 Work under supervision to source specialist industrial relations expertise
3. Enhance industrial relations	3.1 Trial and implement strategies to monitor the implementation of the organisation's industrial relations policies and procedures 3.2 Implement strategies to facilitate feedback on the industrial climate 3.3 Implement strategies to strengthen relationships with relevant persons and groups 3.4 Provide information and feedback to management on industrial relations 3.5 Provide information and advice to relevant persons and groups

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 2.1, 2.2, 3.1	• Comprehends and analyses complex texts from a variety of sources and records to determine relevance to requirements or review implementation of strategies
Writing	1.1, 1.2, 2.1, 2.2, 3.4, 3.5	• Prepares required documents using language and structure appropriate to purpose and audience

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Oral Communication	1.1-1.5, 2.2, 2.4, 2.5, 3.4, 3.5	• Presents information and seeks advice using language and non-verbal features appropriate to audience and context • Participates in discussions using listening and questioning to elicit the views of others and to clarify or confirm understanding
Navigate the world of work	1.2, 1.4, 1.5, 2.1, 2.3, 3.1	• Follows policies, procedures and legislative requirements and identifies implications of new legislation or regulation for self and others • Understands responsibilities and limits of own role
Interact with others	1.1, 1.3-1.5, 2.2-2.5, 3.2-3.5	• Selects and uses appropriate conventions and protocols when communicating with co-workers in a range of work contexts • Collaborates and cooperates with others to achieve required outcomes • Uses effective strategies to moderate conflict and negotiate solutions
Get the work done	1.1, 2.1-2.3, 2.5, 3.1, 3.4, 3.5	• Plans and organises tasks required to achieve required outcomes, seeking advice from others when necessary • Makes a range of critical and non-critical decisions in relatively complex situations

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBWRK411 Support employee and industrial relations procedures	BSBWRK411A Support employee and industrial relations procedures	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBWRK411 Support employee and industrial relations procedures

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- locate information required to identify relevant legislation, agreements, policies and procedures in relation to industrial matters
- use effective communication techniques to support the resolution of workplace grievances and conflicts
- provide accurate written and oral advice about industrial matters
- use strategies to monitor and gather feedback on the implementation of industrial relations policies and procedures.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline relevant industrial relations policies and procedures
- summarise grievance resolution policy and procedures
- describe relevant legislation, codes of practice and national standards
- describe the relevant state/territory and federal industrial relations systems
- identify sources of expert advice.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the workforce development – workplace relations field of work and include access to:

- relevant legislation, regulations, standards and codes
- relevant workplace policies and procedures

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- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBWRT401 Write complex documents

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to plan documents, draft text, prepare final text and produce documents of some complexity.

It applies to individuals who work in a range of business environments and are skilled in the creation of reports, information and general promotion documents that are more complex than basic correspondence, memos or forms and that require review and analysis of a range of information sources.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Communication – Writing

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Plan documents	1.1 Determine the purposes of documents 1.2 Choose appropriate formats for documents 1.3 Establish means of communication 1.4 Determine requirements of documents 1.5 Determine categories and logical sequences of data, information and knowledge to achieve document objectives

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ELEMENT	PERFORMANCE CRITERIA
	1.6 Develop overview of structure and content of documents
2 Draft text	2.1 Review and organise available data, information and knowledge according to proposed structure and content 2.2 Ensure data, information and knowledge is aggregated, interpreted and summarised to prepare text that satisfies document purposes and objectives 2.3 Include graphics as appropriate 2.4 Identify gaps in required data and information, and collect additional material from relevant enterprise personnel 2.5 Draft text according to document requirements and genre 2.6 Use language appropriate to the audience
3 Prepare final text	3.1 Review draft text to ensure document objectives are achieved and requirements are met 3.2 Check grammar, spelling and style for accuracy and punctuation 3.3 Ensure draft text is approved by relevant enterprise personnel 3.4 Incorporate revisions in final copy
4 Produce document	4.1 Choose basic design elements for documents appropriate to audience and purpose 4.2 Use word processing software to apply basic design elements to text 4.3 Check documents to ensure all requirements are met

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 2.1, 2.2, 2.4, 3.1, 3.2, 4.3	• Interprets information to identify requirements and prepares material suitable to target audience and environment • Proofreads texts for accuracy
Writing	1.6, 2.2, 2.3, 2.5,	• Creates documents for a specific audience using cohesive and well-structured language to convey

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	2.6, 3.2, 3.4, 4.1	detailed and accurate information • Ensures vocabulary, layout and grammatical arrangement achieves meaning and intent of document
Oral Communication	1.1, 1.4, 2.4, 3.3	• Obtains information or clarifies requirements by asking questions and listening
Navigate the world of work	1.4, 4.3	• Adheres to organisational policies and procedures related to document production
Interact with others	1.1, 1.4, 1.5, 2.4, 3.3	• Follows accepted communication practices and protocols when seeking advice about documents from colleagues, supervisors and managers
Get the work done	1.1-1.6, 2.1-2.5, 3.3, 4.1-4.2	• Plans, organises and implements tasks required to produce documents • Makes decisions based on standard procedures, using more formal decision making processes where required • Uses the main features and functions of digital tools to complete work tasks

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBWRT401 Write complex documents	BSBWRT401A Write complex documents	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBWRT401 Write complex documents

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- plan, draft and finalise complex documents that require review and analysis of a range of information sources
- use business technology to apply formatting, and incorporate graphics
- edit the draft text to ensure accuracy and clarity of information, obtain feedback on the draft and revise the draft
- apply the enterprise style guide/house style.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify the enterprise style guide/house style
- outline formatting styles and their impact on formatting, readability and appearance of documents
- explain rules and conventions for written English, as defined by general and specialist sources.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the communication – writing field of work and include access to:

- office equipment and resources
- organisational policies and procedures
- organisational style guides.

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Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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CHCCCS020 Respond effectively to behaviours of concern

Modification History

Release	Comments
Release 1	This version was released in *CHC Community Services Training Package release 2.0* and meets the requirements of the 2012 Standards for Training Packages. Minimal change to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence.

Application

This unit describes the skills and knowledge required to respond effectively to behaviours of concern of people. Skills are associated with handling difficult incidents rather than managing ongoing behaviour difficulties.

The unit applies to workers in any context exposed to difficult and challenging behaviour.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element*
1. Identify behaviour and plan response	1.1 Identify behaviours of concern in line with work role and organisation policies and procedures 1.2 Identify appropriate response to potential instances of behaviours of concern 1.3 Ensure planned responses to behaviours of concern maximise the availability of other appropriate staff and resources 1.4 Give priority to safety of self and others in responding

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ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element* to behaviours of concern
2. Apply response	2.1 Ensure response to instances of behaviours of concern reflect organisation policies and procedures 2.2 Seek assistance as required 2.3 Deal with behaviours of concern promptly, firmly and diplomatically in accordance with organisation policy and procedure 2.4 Use communication effectively to achieve the desired outcomes in responding to behaviours of concern 2.5 Select appropriate strategies to suit particular instances of behaviours of concern
3. Report and review incidents	3.1 Report incidents according to organisation policies and procedures 3.2 Review incidents with appropriate staff and offer suggestions appropriate to area of responsibility 3.3 Access and participate in available debriefing mechanisms and associated support and/or development activities 3.4 Seek advice and assistance from legitimate sources as and when appropriate

Foundation Skills

The Foundation Skills describe those required skills (such as language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

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Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53

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Assessment Requirements for CHCCCS020 Respond effectively to behaviours of concern

Modification History

Release	Comments
Release 1	This version was released in *CHC Community Services Training Package release 2.0* and meets the requirements of the 2012 Standards for Training Packages. Minimal change to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence.

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- effectively dealt with at least 5 different behaviours of concern

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- different behaviours of concern:
  - aggression
  - confusion or other cognitive impairment
  - intoxication
  - intrusive behaviour
  - manipulation
  - noisiness
  - self-destructive behaviour
  - verbal offensiveness
  - wandering
- strategies for dealing with behaviours of concern
- issues needing to be referred to an appropriate professional

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- legal and ethical consideration relevant to recognising and responding to behaviours of concern, including:
  - duty of care
  - human rights
  - work health and safety
- organisation reporting processes

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources including organisation policies and procedures in relation to reporting behaviours of concern
- modelling of industry operating conditions and contingencies, including scenarios that reflect different behaviours of concern

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53

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CPCCBC4014A Prepare simple building sketches and drawings

Modification History

Not Applicable

Unit Descriptor

Unit descriptor This unit of competency specifies the outcomes required to produce sketches and drawings. The sketches may be used to clarify or communicate ideas to clients or other parties. They may also be simplified versions taken from architectural drawings, designed to capture design concepts or options. The sketches may be used for estimating purposes and to show measurements and other requirements for building and construction works. This unit does not describe more complex drafting skills.

Application of the Unit

Application of the unit This unit of competency supports the needs of builders, experienced tradespersons, project managers and estimators with a responsibility for preparing sketches and drawings.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units Nil

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Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Prepare to make sketches and drawings.	1.1. ***Types of drawings required*** and ***key features*** to be recorded are identified in compliance with the scope and standard of the job being undertaken. 1.2. ***OHS requirements*** on site are identified and followed. 1.3. ***Tools and equipment*** required for inspection and measurement and for producing drawings are gathered and checked for serviceability.
2. Create simple sketches and drawings.	2.1. Inspection of relevant area is carried out as required and measurements are taken and recorded. 2.2. Simple two and three-dimensional sketches and drawings are created using ***standard drawing conventions*** and incorporating relevant codes and standards. 2.3. Sectional drawings of simple structural elements are created using standard drawing conventions.
3. Notate and process drawings.	3.1. Essential information is recorded on the drawing with symbols and abbreviations according to standard drawing conventions. 3.2. Drawings are labelled, dated and processed according to organisational administration and quality procedures.

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Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

Required skills for this unit are:

- communication skills to:
  - enable clear and direct communication, using questioning to identify and confirm requirements, share information, listen and understand
  - use language and concepts appropriate to cultural differences
  - use and interpret non-verbal communication
- drawing techniques
- interpret and apply relevant standards and codes
- numeracy skills to apply measurements and calculations.

Required knowledge

Required knowledge for this unit is:

- drawing conventions and features, including direction, scale, key, contours, symbols and abbreviations
- requirements of the relevant codes, standards, statutory and authority requirements
- safe work methods.

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, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

This unit of competency could be assessed by creating a set of sketches and drawings for a small work project in the relevant field of expertise.

Measurements of components, sub-assemblies, products, models, equipment, layouts or facilities needed for the preparation of the required

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EVIDENCE GUIDE

	drawings and calculations of required dimensions and other drafting details based on the measurements and other relevant information should be made and recorded. This unit of competency can be assessed in the workplace or a close simulation of the workplace environment, provided that simulated or project-based assessment techniques fully replicate construction workplace conditions, materials, activities, responsibilities and procedures.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	A person who demonstrates competency in this unit must be able to provide evidence of the ability to: • produce clear and effective drawings and sketches with appropriate notations and labelling • apply appropriate techniques for making inspections and taking measurements • make good incursions into the fabric of a building • comply with OHS regulations applicable to workplace operations • apply organisational quality procedures and processes • select and use appropriate processes, tools and equipment.
Context of and specific resources for assessment	This competency is to be assessed using standard and authorised work practices, safety requirements and environmental constraints. Assessment of essential underpinning knowledge will usually be conducted in an off-site context. Assessment is to comply with relevant regulatory or Australian standards' requirements. Resource implications for assessment include access to: • an appropriate work site • appropriate documentation and data related to tasks • scaffolding and fall protection equipment • tools and equipment relevant to activity

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process.

Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

Method of assessment

Assessment methods must:

- satisfy the endorsed Assessment Guidelines of the Construction, Plumbing and Services Training Package
- include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application
- reinforce the integration of employability skills with workplace tasks and job roles
- confirm that competency is verified and able to be transferred to other circumstances and environments.

Validity and sufficiency of evidence requires that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice, with a decision on competency only taken at the point when the assessor has complete confidence in the person's demonstrated ability and applied knowledge
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence.

Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in

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	relation to the competency being assessed. Supplementary evidence of competency may be obtained from relevant authenticated documentation from third parties, such as existing supervisors, team leaders or specialist training staff.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Types of drawings required include:	• floor plan • land boundaries and footprint of building • orthographic drawings • schematic drawings of wiring and pipe work • sectional views.
Key features to be recorded may include:	• ceiling heights and variations • doors • light fittings and power supplies • services • wall penetrations • walls.
OHS requirements include:	• detailing appropriate installation of scaffolding • detailing power supplies • details of all services • understanding hazards located in the area • use of personal protective equipment.

Tools and equipment include:	• recording devices, including:
	  • computer
	  • digital camera
	  • pen and paper.

Standard drawing conventions	• standard design symbols common to the

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RANGE STATEMENT

include:	building and construction industries.

Unit Sector(s)

Unit sector Construction

Co-requisite units

Co-requisite units Nil

Functional area

Functional area

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CPCCCM2010B Work safely at heights

Modification History

Photovoltaic (solar) panels added to range statement

Equivalent to CPCCCM2010A

Unit Descriptor

This unit of competency specifies the outcomes required to work safely on construction sites where the work activity involves working above 1.5 metres from ground level and where fall protection measures are required.

Application of the Unit

Construction work is undertaken on domestic and commercial work sites within new construction, renovation or refurbishment, and maintenance.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

CPCCOHS2001A	Apply OHS requirements, policies and procedures in the construction industry

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

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Elements and Performance Criteria

1	Identify work area requirements.	1.1	Site of proposed ***work at heights*** is identified from relevant ***information***.
		1.2	Method of accessing work area is identified.
		1.3	Tasks to be completed are identified from work orders and supervisor instructions.
		1.4	Fall protection equipment is identified if required by site job ***workplace health and safety (WHS)*** analysis and ***statutory and regulatory*** requirements.
		1.5	Approved methods of moving tools and equipment to work area are identified to minimise potential of falling objects, removal of scaffold components, inappropriate carrying of materials on ladders, and excessive bending or twisting in pass-up situations.
2	Access work area.	2.1	Fall protection equipment where required is correctly fitted, adjusted and anchored.
		2.2	Arrangements are made to appropriately install required equipment taking account of all potential ***hazards***.
		2.3	Appropriate methods are used to access work area for self, ***tools and equipment***, and ***materials***.
		2.4	Tools and materials are placed to eliminate or at least minimise the risk of items being knocked down.
3	Conduct work tasks.	3.1	Work is conducted following workplace approved procedures.
		3.2	Fall protection equipment is kept in place and adjusted appropriately to cater for movement during work.
		3.3	Scaffold components and fall barriers are kept in place during work.
		3.4	Egress from work area is completed following work site supervisor approved methods for self, tools, materials

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and ***environmental requirements***.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

Required skills for this unit are:

- communication skills to:
  - enable clear and direct communication, using questioning to identify and confirm requirements, share information, listen and understand
  - use language and concepts appropriate to cultural differences
  - use and interpret non-verbal communication, such as hand signals
- organisational skills, including the ability to plan and set out work
- teamwork skills to work with others to action tasks and relate to people from a range of cultural and ethnic backgrounds and with varying physical and mental abilities
- technological skills to:
  - use a range of mobile technology
  - voice and hand signals to access and understand site-specific instructions.

Required knowledge

Required knowledge for this unit is:

- construction terminology
- job safety analysis (JSA) and safe work method statements
- material safety data sheets (MSDS)
- quality requirements
- types, characteristics, uses and limitation of plant, tools and equipment
- workplace and equipment safety requirements.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment

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Guidelines for the Training Package.

Overview of assessment

This unit of competency could be assessed in the workplace or a close simulation of the workplace environment, provided that simulated or project-based assessment techniques fully replicate construction workplace conditions, materials, activities, responsibilities and procedures.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of the ability to:

- locate, interpret and apply relevant information, standards and specifications
- comply with site safety plan, OHS regulations and state and territory legislation applicable to workplace operations
- safely and effectively use tools, plant and equipment
- communicate and work effectively and safely with others
- select and use appropriate height access and fall protection equipment and work methods, including inspecting fall protection equipment, scaffold and fall barriers for faults
- apply knowledge of industry products to identify:
  - manual handling risks
  - types of lifting and support structures approved for use
- modify work activities to cater for variations in work site procedures, contexts and environment and use appropriate behaviour for safe work at heights
- use safe handling requirements, based on information provided, for equipment, products and materials.

Context of and specific resources for assessment

This competency is to be assessed using standard and authorised work practices, safety requirements and environmental constraints.

Assessment of essential underpinning knowledge will usually be conducted in an off-site context.

Assessment is to comply with relevant regulatory or Australian standards' requirements.

Resource implications for assessment include:

- an induction procedure and requirement

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- realistic tasks or simulated tasks covering the mandatory task requirements
- relevant specifications and work instructions
- tools and equipment appropriate to applying safe work practices
- support materials appropriate to activity
- workplace instructions relating to safe work practices and addressing hazards and emergencies
- material safety data sheets
- research resources, including industry related systems information.

Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

Method of assessment

Assessment methods must:

- satisfy the endorsed Assessment Guidelines of the Construction, Plumbing and Services Training Package
- include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application
- reinforce the integration of employability skills with workplace tasks and job roles
- confirm that competency is verified and able to be transferred to other circumstances and environments.

Validity and sufficiency of evidence requires that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice, with a decision on competency only taken at the point when the assessor has complete confidence in the person's demonstrated ability and applied knowledge
- all assessment that is part of a structured learning

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experience must include a combination of direct, indirect and supplementary evidence.

Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed.

Supplementary evidence of competency may be obtained from relevant authenticated documentation from third parties, such as existing supervisors, team leaders or specialist training staff.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Work at heights includes:

- assessment of conditions and hazards
- determination of work requirements
- identification of equipment defects
- inspection of work sites.

Information includes:

- diagrams or sketches
- instructions issued by authorised organisational or external personnel
- material safety data sheets (MSDS)
- memos
- signage
- verbal or written and graphical instructions
- work bulletins
- work schedules, plans and specifications.

Workplace health and safety is to be in accordance with state or territory legislation and regulations, organisational safety policies and procedures, and project safety plan

- emergency procedures, including extinguishing fires, organisational first aid requirements and evacuation
- handling of materials
- hazard control

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and may include:

- hazardous materials and substances
- safe operating procedures, including the conduct of operational risk assessment and treatments associated with:
  - earth leakage boxes
  - lighting
  - photovoltaic (solar) panels
  - power cables, including overhead service trays, cables and conduits
  - restricted access barriers
  - surrounding structures
  - traffic control
  - trip hazards
  - work site visitors and the public
  - working in confined spaces
  - working in proximity to others
  - working with dangerous materials
- organisational first aid
- personal protective clothing and equipment prescribed under legislation, regulations and workplace policies and practices
- relevant OHS legislation applying in the jurisdiction where work is carried out, including:
  - AS6001 - 1999 Working platforms for domestic application
  - AS1576 - Scaffolding
  - AS/NZS4576 - 1995 Guidelines for scaffolding
- use of tools and equipment
- workplace environment and safety.

Statutory and regulatory authorities include:

- federal, state and local authorities administering applicable Acts, regulations and codes of practice.

Hazards include:

- air temperature
- construction activity involving other workers and contractors
- dust and vapours
- electrical equipment
- energy sources
- equipment and materials
- hazardous materials

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- light
- manual handling
- moisture
- noise
- pholtovoltaic (solar) panels
- stationary and moving plant
- work at heights.

Tools and equipment include:

- air compressors and hoses
- hand and power tools
- nail guns
- power leads
- scaffolding.

Materials include:

- materials used on the construction work site.

Environmental requirements include:

- clean-up management
- noise and dust
- vibration
- waste management.

Unit Sector(s)

Functional area

Unit sector Construction

Custom Content Section

Not applicable.

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CPCCSV5011A Apply building codes and standards to residential buildings

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to ensure that the building process complies with the Building Code of Australia (BCA) and relevant Australian standards.

The unit applies to residential buildings and includes the evaluation and interpretation of building requirements, classification of buildings according to the BCA criteria and strategies for compliance.

Application of the Unit

Application of the unit

This unit of competency supports the attainment of the understanding and skills to apply building codes and standards to residential buildings within the context of relevant legislation, the BCA and Australian standards.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units

Nil

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Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Analyse the purpose and basic intent of the BCA.	1.1. Objectives of the BCA and the purpose of its respective components in relation to ***construction in residential buildings*** and ***building categories*** are evaluated and documented. 1.2. Deemed-to-satisfy (DTS) concept for construction to meet BCA requirements is evaluated and documented.
2. Locate and interpret code and standard requirements applicable to particular projects.	2.1. Clauses from the BCA that apply to particular ***residential building projects requiring review of compliance issues*** are identified and documented. 2.2. Prescriptive requirements of relevant BCA clauses and ***standard specifications*** are determined. 2.3. Requirements of Australian standards referenced in the BCA are identified and documented. 2.4. Special requirements that may be applicable to specific areas of ***building surveying procedures*** are identified and documented.
3. Classify buildings.	3.1. Nature of a building is determined in regard to its proposed use and site arrangement. 3.2. BCA criteria are applied to determine the defined classification.

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ELEMENT	PERFORMANCE CRITERIA
	3.3. BCA requirements are interpreted for multiple classifications.
4. Apply solutions to construction problems for compliance with the BCA.	4.1. Criteria to ensure construction methods comply with the intent of the BCA are determined. 4.2. Alternative approaches to construction problems that comply with the requirements of the BCA are reported. 4.3. Assessment methods used to determine whether a building solution complies with performance requirements or DTS provisions of BCA are analysed and applied. 4.4. Assessment methods are confirmed and identified as appropriate to meet the DTS provisions of BCA.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

Required skills for this unit are:

- ability to respond to change and contribute to workplace responsibilities, such as current work site environmental and sustainability frameworks or management systems
- communication skills to:
  - enable clear and direct communication, using questioning to identify and confirm requirements, share information, listen and understand
  - read and interpret:
    - Australian standards
    - BCA
    - other relevant documentation
  - use language and concepts appropriate to cultural differences
  - use and interpret non-verbal communication
  - written skills to:
    - document building requirements
    - report alternative approaches to construction problem
- innovation skills to develop compliant alternative solutions to construction

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REQUIRED SKILLS AND KNOWLEDGE

problems
- planning and organisational skills to collect, organise and analyse information
- technological skills to:
  - complete documentation and calculations
  - enable information gathering and analysis.

Required knowledge

Required knowledge for this unit is:

- authorities and powers of a building surveyor
- behaviour of structural members undergoing stress, strain, compression, bending or combined actions
- BCA and primary referenced Australian standards
- criteria for Class 1 and 10 buildings
- design, construction and structural principles of buildings
- DTS provisions
- processes for the administration and preparation of documentation
- processes for the interpretation of reports, working drawings and specifications
- relevant federal, state or territory legislation and local government policy and procedures
- research methods.

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, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	This unit of competency could be assessed in the workplace or a close simulation of the workplace environment, provided that simulated or project-based assessment techniques fully replicate construction workplace conditions, materials, activities, responsibilities and procedures.
Critical aspects for assessment and evidence required to demonstrate competency in this	A person who demonstrates competency in this unit must be able to provide evidence of the ability to:

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EVIDENCE GUIDE

unit	• comply with OHS regulations applicable to workplace operations • apply organisational management policies and procedures, including quality assurance requirements where appropriate • classify construction in residential buildings through the evaluation and interpretation of compliance with the BCA and associated reporting of data, findings, recommendations and strategies for at least one residential building project or equivalent in compliance with relevant legislation • provide reports to appropriate body/individual as determined by the project brief.
Context of and specific resources for assessment	This competency is to be assessed using standard and authorised work practices, safety requirements and environmental constraints. Assessment of essential underpinning knowledge will usually be conducted in an off-site context. Assessment is to comply with relevant regulatory or Australian standards' requirements. Resource implications for assessment include: • an induction procedure and requirement • realistic tasks or simulated tasks covering the mandatory task requirements • relevant specifications and work instructions • tools and equipment appropriate to applying safe work practices • support materials appropriate to activity • workplace instructions relating to safe work practices and addressing hazards and emergencies • material safety data sheets • research resources, including industry related systems information. Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

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EVIDENCE GUIDE

Method of assessment

Assessment methods must:

- satisfy the endorsed Assessment Guidelines of the Construction, Plumbing and Services Training Package
- include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application
- reinforce the integration of employability skills with workplace tasks and job roles
- confirm that competency is verified and able to be transferred to other circumstances and environments.

Validity and sufficiency of evidence requires that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice, with a decision on competency only taken at the point when the assessor has complete confidence in the person's demonstrated ability and applied knowledge
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence.

Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed.

Supplementary evidence of competency may be obtained from relevant authenticated documentation from third parties, such as existing supervisors, team leaders or specialist training staff.

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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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Construction in residential buildings includes:	• compliance with relevant legislation • design specifications • evaluation, interpretation and adherence to legislative requirements for BCA Class 1 and 10 buildings • maintenance specifications • relevant Australian standards.
Building categories include:	• low-rise residential buildings • single storey buildings.
Residential building projects requiring review of compliance issues include:	• calculation and processing of application or inspection fees • project milestones • provision of site access/facilities • work schedules.
Standard specifications include:	• developed or detailed specifications addressing specific components, such as structural or other requirements • industry standard specifications • preliminary and outline specifications.
Building surveying procedures include:	• mechanical, structural, electrical and other services.

Unit Sector(s)

Unit sector Construction

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Co-requisite units

Co-requisite units Nil

Functional area

Functional area

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CPCCWHS1001 Prepare to work safely in the construction industry

Modification History

Release	Comment
Version 1	Replaces superseded equivalent CPCCOHS1001A Work safely in the construction industry.

Application

This unit of competency specifies the mandatory work health and safety training required prior to undertaking construction work. The unit requires the person to demonstrate personal awareness and knowledge of health and safety legislative requirements in order to work safely and prevent injury or harm to self and others. It covers identifying and orally reporting common construction hazards, understanding basic risk control measures, and identifying procedures for responding to potential incidents and emergencies. It also covers correctly selecting and fitting common personal protective equipment (PPE) used for construction work.

This unit meets the general construction induction training requirements of:

- Part 1.1 Definitions and Part 6.5 of the Model Work Health and Safety Regulations;
- Division 11 of Part 3 of the Occupational Safety and Health Regulations 1996 for Western Australia; and
- Division 3 of Part 5.1 of the Occupational Health and Safety Regulations 2007 for Victoria.

It is expected that site-specific induction training will be conducted prior to conducting construction work.

Licensing, legislative, regulatory or certification requirements apply to this unit. Relevant work health and safety state and territory regulatory authorities should be consulted to confirm jurisdictional requirements.

Pre-requisite Unit

Nil

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Unit Sector

Construction

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Identify health and safety legislative requirements of construction work.	1.1. Basic roles, responsibilities and rights of duty holders are identified and explained according to ***jurisdictional health and safety legislative requirements***.
		1.2. Duty of care requirements are identified.
		1.3. Construction safe work practices are identified and explained.
2.	Identify construction hazards and risk control measures.	2.1. Basic principles of risk management are identified.
		2.2. Construction hazards are identified and discussed.
		2.3. Purpose and use of PPE are identified and demonstrated.
		2.4. Measures for controlling hazards are identified.
3.	Identify health and safety communication and reporting processes.	3.1. Health and safety documents are identified and discussed.
		3.2. Roles of designated health and safety personnel are identified and explained.
		3.3. Safety signs and symbols are identified and explained.
		3.4. Procedures for reporting hazards, incidents and injuries are identified.
4.	Identify incident and emergency response	4.1. Procedures for responding to incidents and emergencies are identified and explained.
		4.2. Procedures for accessing first aid are identified.

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procedures.	4.3.	Types and purpose of fire safety equipment are identified and discussed.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• locate and recognise numbers commonly used in safety signs.
Oral communication skills to:	• ask questions to clarify instructions • listen to instructions to identify key safety information • tell another person about a construction problem or hazard.
Reading skills to:	• follow simple pictorial safety instructions • follow simple safety instructions that are written in English.
Problem-solving skills to:	• select risk control measures.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Jurisdictional health and safety legislative requirements must include at least one of the following state and territory Acts or their equivalent:	• Australian Capital Territory: Work Health and Safety Act 2011 • New South Wales: Work Health and Safety Act 2011 • Northern Territory: Work Health and Safety (National Uniform Legislation) Act 2011 • Queensland: Work Health and Safety Act 2011 • South Australia: Work Health and Safety Act 2012 • Tasmania: Work Health and Safety Act 2012 • Victoria: Occupational Health and Safety Act 2004 • Western Australia: Occupational Safety and Health Act 1984.

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Unit Mapping Information

Supersedes and is equivalent to CPCCOHS1001A Work safely in the construction industry

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad

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Assessment Requirements for CPCCWHS1001 Prepare to work safely in the construction industry

Modification History

Release	Comment
Version 1	Replaces superseded equivalent CPCCOHS1001A Work safely in the construction industry.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills, and range of conditions of this unit, in addition to the specific performance and knowledge evidence described below.

The person must:

- identify and orally report two construction hazards
- orally explain how risk could be reduced or removed in relation to those two hazards
- select appropriate personal protective equipment (PPE) to control the risk
- orally explain basic procedures for responding to incidents and emergencies, including types and purpose of the following fire safety equipment:
  - fire blankets
  - fire extinguishers, including water, carbon dioxide, powder and foam
  - hose reels and mains
- identify and orally explain the meaning of required safety signs and symbols
- orally explain the purpose of job safety analyses (JSAs), safe work method statements (SWMS) and safety data sheets (SDS)
- orally explain the roles of the following designated health and safety personnel:
  - first aid officers
  - work health and safety representatives
  - work health and safety committee members
  - supervisors.

The person must also demonstrate correctly fitting to themselves the PPE listed below:

- eye protection
- hearing protection
- hard hat

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- high visibility retro reflective vest.

Knowledge Evidence

A person must demonstrate knowledge of:

- basic duty of care, and the roles, rights and responsibilities of business owners and workers in relation to working safely while undertaking construction work
- basic meaning of the terms ‘hazard’ and ‘risk’
- basic principles of risk management, including the following five steps in order:
  - identify hazard
  - assess risk
  - consult and report
  - control hazard
  - review
- basic procedures for accessing first aid
- construction hazards, including those relating to:
  - asbestos
  - confined spaces
  - electrical: power lines, cords and equipment
  - excavations and trenches, including underground services
  - dust
  - falling objects
  - hazardous substances and dangerous goods
  - hot and cold work environments
  - manual handling
  - noise
  - plant and equipment operation
  - traffic and mobile plant
  - unplanned collapse
  - ultraviolet radiation
  - working at heights, including scaffolding
- construction work that requires a high risk work licence
- types, purpose and use of PPE used in construction, as specified in the performance evidence, and including safety footwear, harnesses and respiratory protection, and ultraviolet (UV) protective clothing and sunscreen
- construction emergencies, including:
  - chemical spill
  - fire
  - injury to personnel
  - structural collapse
  - toxic or flammable vapour emission

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    - vehicle or mobile plant accident
- construction incidents, including:
    - incidents resulting in personal injury or damage to property
    - near misses or dangerous occurrences that do not cause injury but may pose an immediate and significant risk to persons or property, and need to be reported so that action can be taken to prevent recurrence
- safe work practices that should be followed in construction work, including:
    - accessing and using site amenities for drinking water, hand washing and toilets
    - following safety procedures when performing work tasks and using equipment
    - identifying and reporting hazards, incidents and injuries in the workplace
    - keeping the work area clean, tidy and free from debris
    - not using or being affected by drugs and/or alcohol while at work
    - preventing bullying and harassment in the workplace
    - selecting and using required PPE
    - smoking only in designated areas
    - storing and removing waste and debris in designated areas
- meanings and symbols associated with construction safety signs, symbols and tags, including:
    - emergency information signs: exits, emergency equipment and first aid
    - fire signs: location of fire alarms and firefighting equipment
    - hazard signs and symbols: danger and warning
    - regulatory signs and symbols: prohibition, mandatory and limitation or restriction
    - safety and lockout tags: danger and out-of-service tags.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
    - all of the PPE listed in the performance evidence
- specifications:
    - state or territory Act relevant to the location of the learner, as specified in the range of conditions.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically and/or by an assessor observing the learner via audio and visual media in real time.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the Standards for Registered Training Organisations (RTOs) current at the time of assessment.

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Assessors must hold the unit *CPCCOHS2001A Apply OHS requirements, policies and procedures in the construction industry*, or its successor.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad

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CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry

Modification History

Release 1.

Supersedes and equivalent to CPCCOHS2001A Apply OHS requirements, policies and procedures in the construction industry.

The unit of competency was updated to the Standards for Training Packages 2012.

This version first released with CPC Construction, Plumbing and Services Training Package Version 4.0.

Application

This unit specifies the outcomes required to carry out work health and safety (WHS) requirements through safe work practices in all on- or off-site construction workplaces.

It requires the performance of work in a safe manner through awareness of risks and work requirements, and the planning and performance of safe work practices with concern for personal safety and the safety of others.

The unit covers fundamental WHS requirements necessary to undertake work tasks within any sector in the construction industry. It includes the identification of hazardous materials, including asbestos, and compliance with legislated work safety practices. It does not cover removal of asbestos, which is a licensed activity.

It applies to workers in the construction industry.

This unit also relates directly to the general construction induction training requirements of the Model Work Health and Safety Regulations 2011 and relevant occupational health and safety regulations for Victoria and for Western Australia. Achievement of *CPCCWHS1001 Prepare to work safely in the construction industry* covers these induction training requirements.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Elements and Performance Criteria

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Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Identify and assess risks.	1.1 Identify, assess and report hazards in the work area to designated personnel. 1.2 Report safety risks in the work area based on identified hazards, to designated personnel. 1.3 Follow safe work practices, duty of care requirements and safe work instructions for controlling risks. 1.4 Contribute to WHS, hazard, accident or incident reports in accordance with workplace procedures, Australian government and state or territory WHS legislation, and relevant information.
2. Identify hazardous materials and other hazards on work sites.	2.1 Correctly identify and, if appropriate, handle and use hazardous materials on a work site in accordance with legislative requirements, and workplace policies and procedures. 2.2 Apply measures for controlling risks and construction hazards effectively and immediately. 2.3 Use appropriate signs and symbols to secure hazardous materials that have safety implications for self and other workers, immediately they are identified. 2.4 Identify asbestos-containing materials on a work site and report to designated personnel.
3. Plan and prepare for safe work practices.	3.1 Identify, wear, correctly fit, use and store correct personal protective equipment and clothing for each area of construction work in accordance with workplace procedures 3.2 Select tools, equipment and materials, and organise tasks in conjunction with other personnel on site and in accordance with workplace procedures. 3.3 Determine required barricades and signage, and erect at the appropriate site location. 3.4 Apply material safety data sheets (MSDSs), job safety analyses (JSAs) and safe work method statements (SWMSs) relevant to the work to be performed.
4. Apply safe work practices.	4.1 Carry out tasks in a manner that is safe for operators, other personnel and the general community, in accordance with legislative requirements, and workplace policies and procedures. 4.2 Use plant and equipment guards in accordance with manufacturers' specifications, work site regulations and Australian Standards. 4.3 Follow procedures and report hazards, incidents and injuries

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	to relevant authorities. 4.4 Recognise and do not use prohibited tools and equipment in areas containing identified asbestos. 4.5 Identify and follow requirements of work site safety signs and symbols. 4.6 Clear and maintain work site area to prevent and protect self and others from incidents and accidents, and to meet environmental requirements.
5. Follow emergency procedures.	5.1 Identify designated personnel in the event of an emergency for communication purposes. 5.2 Follow safe workplace procedures for dealing with accidents, fire and other emergencies, including identification and use, if appropriate, of fire equipment within scope of own responsibilities. 5.3 Describe, practice and effectively carry out emergency response and evacuation procedures when required. 5.4 Carry out emergency first aid treatment of minor injuries and, as soon as possible, accurately report treatment details to designated personnel.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to CPCCOHS2001A Apply OHS requirements, policies and procedures in the construction industry.

Links

Companion volumes to this training package are available at the VETNet website - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad

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Assessment Requirements for CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry

Modification History

Release 1.

Supersedes and equivalent to CPCCOHS2001A Apply OHS requirements, policies and procedures in the construction industry.

The unit of competency was updated to the Standards for Training Packages 2012.

This version first released with CPC Construction, Plumbing and Services Training Package Version 4.0.

Performance Evidence

To demonstrate competency in this unit, a person must apply WHS requirements, policies and procedures on three separate and different occasions in the construction industry.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- jurisdictional work health and safety (WHS) and environmental legislation and regulations
- workplace requirements for undertaking all aspects of applying WHS requirements, policies and procedures in the construction industry including interpreting work orders and reporting problems
- procedures and policies for identifying and reporting hazards, safety risks and hazardous materials, including asbestos, in the workplace
- procedures for following safe practices when dealing with hazards and hazardous materials, and controlling risks associated with them
- use of appropriate protective equipment and clothing, choice of tools, use of barricades and signage, and the necessity of following relevant safety procedures as indicated
- methods of safely performing tasks in accordance with legislative requirements and workplace policies and procedures
- procedures for reporting hazards, incidents and injuries
- necessity for keeping work site clear of risks to prevent accidents and to meet environmental requirements
- policies and procedures to be followed in an accident, fire or other type of emergency.

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Assessment Conditions

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

Assessment of performance must be undertaken in the workplace or in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits expected in a workplace.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- appropriate documents, materials, tools, equipment and personal protective equipment currently used in industry
- requirements of appropriate sections of legislation and regulations
- relevant workplace policies and procedures.

Links

Companion volumes to this training package are available at the VETNet website - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad

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CPCSUS5002A Develop action plans to retrofit existing buildings for energy efficiency

Modification History

New unit.

This version first released with CPC08 Construction, Plumbing and Services Training Package Version 9.

Unit Descriptor

This unit of competency specifies the outcomes required when planning to improve the energy efficiency of an existing building.

Application of the Unit

This unit of competency applies to those involved in the design or development of retro fits for energy efficiency, including building designers, tradespeople and building project managers.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

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.

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Elements and Performance Criteria

1	Commence retro-fit planning processes.	1.1	***Client requirements and expectations*** for the specific use of the building and the energy efficient retro-fit priorities are discussed and incorporated into planning.
		1.2	***Energy assessment is*** initiated or report from a prior assessment is reviewed and discussed with key stakeholders to determine energy conservation measures.
		1.3	***Client is provided with overview of recommended processes and information relevant to generating an energy efficient retro fit.***
2	Identify and evaluate opportunities to improve energy conservation and efficiency of the existing building.	2.1	Recommendations from energy efficiency assessor are reviewed and evaluated for input into the retro-fit action plan.
		2.2	***Limitations and obstacles*** involved in the energy efficiency upgrade of the building are identified and appropriate ***solutions*** developed.
		2.3	***Risks*** of retrofitting existing building for improved energy efficiency are identified and managed, including possible installation of mechanical ventilation systems.
		2.4	***Strategies*** that provide a measurable increase in the operational energy efficiency of the existing building are developed and costed.
		2.5	Structural adequacy of the existing building is assessed to determine appropriateness of retro-fit solutions for energy efficiency.
3	Research and select energy efficient materials, products and systems.	3.1	***Materials***, products and systems appropriate to the existing building are researched for energy efficiency specifications.
		3.2	Manufacturer representatives and literature are consulted to identify installation and operational specifications.

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		3.3	Compliance requirements for selecting and installing materials, products and systems are understood and adhered to.
		3.4	Thermal and acoustic insulation of the building and quality of installation are assessed where appropriate to determine energy efficiency rating and appropriate solutions to improve insulating properties of the building.
4	Finalise retro-fit action plan.	4.1	***Final retro-fit action plan*** is developed according to organisational procedures.
		4.2	Projected ***benefits*** of undertaking each of the proposed retro fit measures are explained to client.
		4.3	Client sign-off is obtained and ***documentation*** of agreed plan is finalised.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- learning skills to evaluate information from a variety of sources to inform advice to client on retro-fitting buildings for energy efficiency
- numeracy skills to:
  - calculate and confirm correct quantities of materials for work tasks
  - prepare costings for proposed project work
- oral communication skills to:
  - enable clear and direct communication, using questioning to identify and confirm requirements, and share information
  - use language and concepts appropriate to cultural differences
- reading skills to:
  - interpret documentation, including drawings and specifications
  - research and interpret manufacturer product information
- writing skills to develop recommendations and reports for clients

Required knowledge

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- building science principles and their application to the retro-fitting of existing buildings for improved energy efficiency
- compliance requirements relating to construction materials and methods, including:
  - Australian standards
  - environmental and sustainability requirements, including:
    - energy efficiency
    - fire resistance, including resistance from bushfire attack
  - National Construction Code deemed-to-satisfy requirements
- energy efficiency ratings available for buildings, and their meaning
- general construction terminology
- processes for calculating material requirements
- risks of completely sealing the building envelope and ways to mitigate them
- types, characteristics, uses and limitations of materials, products and systems used when retrofitting for energy efficiency
- types, uses and limitations of previously used materials
- types, uses and limitations of renewable sources of energy
- types, location and use of relevant safety information, such as:
  - job safety analyses (JSA) and safe work method statements
  - environmental and work site safety plans
  - safety data sheets (SDS)

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

This unit of competency could be assessed by performing a range of tasks in the workplace or a close simulation of the workplace environment, provided that simulated or project-based assessment techniques fully replicate construction workplace conditions, materials, activities, responsibilities and procedures.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person should demonstrate the ability to:

- develop an action plan to retrofit and improve the energy efficiency of either one existing residential building or one existing commercial building, providing evidence of the following:
  - engaging in a team environment working with stakeholders across multiple disciplines, such as engaging or leading an integrated project design or delivery of a

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project
    - research undertaken to identify appropriate products, materials and systems for use in the retro fit
    - evaluation of risks involved in the retro fit and identification of appropriate solutions to avoid risks or hazards to occupants and others
    - written action plan for the retro fit of the building which responds to identified client requirements and expectations, as well as research undertaken into energy efficiency opportunities and recommended systems, materials and products to be used in the retro fit with relevant costings and timelines
- locate, interpret and apply relevant information, standards and specifications to ensure the development of compliant action plans that meet client expectations and organisational policies and procedures
- comply with work health and safety (WHS) legislation, regulations and codes of practice applicable to workplace operations.

Context of and specific resources for assessment

Assessment of this unit:

- must be in the context of the work environment
- may be conducted in an off-site context, provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills
- must meet relevant compliance requirements.

Resource implications for assessment include:

- an induction procedure
- realistic tasks or simulated tasks covering the mandatory task requirements
- relevant specifications and work instructions
- tools and equipment appropriate to applying safe work practices
- support materials appropriate to activity
- research resources, including industry-related systems information
- safety data sheets.

Method of assessment

Assessment for this unit must verify the practical application of the required skills and knowledge, using one or more of the following methods:

- direct observation of tasks in real or simulated work

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	conditions • questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application • review of relevant authenticated documentation from third parties, such as existing supervisors, team leaders or specialist training staff.
Guidance information for assessment	This unit could be assessed on its own or in combination with other units relevant to the job function, such as: • CPPHSA4001A Assess household energy use Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support. Assessment processes and techniques should, as far as is practical, take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Client requirements and expectations may include:	• enhanced health and safety outcomes for occupants through improved air quality and selection of materials • improved building durability • increased return on investment through higher resale or higher rental income • reduction in energy bills following retro fit.
Energy assessment:	• can include financial and non-financial benefits of retrofitting the building to improve energy efficiency • can include recommendations that will improve the energy efficiency of the building • identifies existing energy rating of a building using a variety of testing and assessment methods.
Information must	• energy efficient materials and installation methods • regulations, codes and standards governing energy efficient

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include:	construction.
Limitations and obstacles may include:	• budget constraints • condition of existing building • local council planning provisions, including land overlays and requirements relating to neighbourhood character • orientation of the existing building • original design and construction of existing building • position of existing services to the building • presence of protected vegetation adjacent to existing building • protection of existing building under heritage listing • proximity of other buildings or structures.
Solutions may include:	• engaging experts in heritage construction to advise on appropriate solutions for heritage listed buildings undergoing energy efficiency upgrades • repairing parts of the existing structure before commencing energy efficiency retro fit • repositioning services to the building • seeking permission from relevant authorities to remove large trees that may inappropriately overshadow the building and reduce energy efficiency opportunities • selecting and using economical and effective energy efficient systems and materials.

Risks must include:	• risks associated with completely sealing the building envelope, such as:
	  • air pressure differentials
	  • combustion
	  • moisture and mould
	  • poor indoor air quality.

Strategies may include:	• changing light fittings to LEDs • installing motion sensor lighting • replacing insulation in ceilings, walls or floors • sealing building envelope to reduce unwanted air leakage • sealing openable windows • repositioning the heating system • installing solar photovoltaic systems • replacing electric hot water system with gas or solar hot water system.
Materials may include:	• aerated autoclaved concrete products • bricks and mortar • concrete blocks • insulating materials • plasterboard

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	• reflective paints • slabs • timber • window frames and glass.
Final retro-fit action plan must address:	• client expectations • costings • material use • other resourcing • risk management • timelines.
Benefits may include:	• improved levels of comfort for the occupants • increased air changes per hour to improve indoor air quality • increased durability of the building • potential for improved return on investment • reduction in and prevention of mould • reduction in heating and cooling costs.
Documentation may include:	• applications for permits and service connections • copies of plans, drawings and specifications • environmental applications.

Unit Sector(s)

Construction

Custom Content Section

Not applicable.

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CPPBDN4001 Research and evaluate construction materials and methods for building design projects

Modification History

Release 1. New unit.

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

Application

This unit of competency specifies the outcomes required to research and evaluate existing and emerging construction materials and methods for residential, commercial and industrial buildings, as defined in the Building Code of Australia (BCA), including for new buildings, additions and renovations to existing structures, and heritage restorations.

Research and evaluation are undertaken to develop an understanding of the range of contemporary construction materials and methods available; and their application, performance and interaction.

The unit supports drafters who work under the supervision and instruction of architects and building designers, ensuring that accurate and current information and data on construction materials and methods are identified and applied across building design projects.

Licensing, legislative, regulatory or certification requirements apply to building design drafting in some states. Relevant state and territory regulatory authorities should be consulted to confirm those requirements

Pre-requisite Unit

Nil

Competency Field

Drafting

Unit Sector

Building design

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Review project brief and determine requirements.	1.1. Project brief is reviewed and information relating to work requirements, BCA class, and type of building to be researched is identified.
		1.2. Requirements for research are confirmed, as required, with architect or building designer.
		1.3. ***Compliance requirements*** relevant to project building class and type and research scope are identified.
2.	Research materials and methods for structural elements of specified building.	2.1. ***Features*** and ***applications of materials used for structural elements*** are researched and evaluated.
		2.2. Compliance requirements ***for materials used for structural elements*** are researched and interpreted.
		2.3. Construction methods and systems for ***structural elements*** are researched and evaluated.
3.	Research materials and methods for building envelope of specified building.	3.1. Characteristics and applications of ***materials used for building envelope*** are researched and evaluated.
		3.2. Construction methods for building envelope and their compliance requirements are researched and interpreted.
4.	Research systems and components for services of specified building.	4.1. Features of systems and components for ***services*** are evaluated for costs and benefits according to client requirements for the building project.
		4.2. Compliance requirements for services are researched and interpreted.
		4.3. Installation methods for services are researched in relation to different types of systems and components.
5.	Document and maintain research findings.	5.1. Draft research findings with collated data, recommendations and supporting evidence are produced.
		5.2. Input into draft research findings is sought according to agreed procedures.
		5.3. Research findings are finalised and distributed to

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appropriate stakeholders.

5.4. Research findings are updated as required.

Foundation Skills

This section describes core skills that are essential to performance and not explicit in the performance criteria. Employment skills essential to performance are explicit in the performance criteria of this unit of competency.

Skill	Performance feature
Learning skills to:	• evaluate the validity and reliability of information relating to existing and emerging building materials and methods • independently navigate and find specific information in the National Construction Code (NCC) • use systems for ordering, classifying and storing familiar reference materials and research information for easy retrieval.

Numeracy skills to:	• extract and interpret numerical information relating to building materials and methods, including:
	  • fractions, decimals and percentages, ratio, rates and proportions
	  • routine formulas and building design mathematical representations and conventions
	  • two-dimensional and three-dimensional shapes, including compound shapes
	  • statistical data in complex tables, spreadsheets and graphs
	• measure, estimate and calculate in order to recommend cost-effective solutions for building design projects.

Oral communication skills to:	• listen to and clarify instructions and information relating to building materials and methods received from architect, building designer or manufacturer • consider audience when arguing for or against specific building materials and methods being used in a building project • respond to specific enquiries regarding own research findings, and clarify as necessary.

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Skill	Performance feature
Reading skills to:	• use different reading strategies to locate at times complex information about material characteristics and construction methods • understand specialised NCC terminology.
Writing skills to:	• record data about building materials in text, table and diagram format • integrate information and ideas from a range of sources and document associated recommendations, using support materials such as photographs, diagrams and graphs.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Compliance requirements must include:	• ccurrent Australian standards applicable to the building design • federal, state or territory, and local authority legislation and regulations applicable to the building design • NCC.
Features must include:	• acoustic properties • aesthetic properties • availability • cost • defects • durability • energy efficiency • fire resistance properties • health and safety issues • interaction with other materials • limitations due to manufacturing process • maintenance requirements • structural safety • sustainability features • thermal properties • tolerance.
Applications of materials used for	• coatings required • compatibility with other elements

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structural elements must include:	• fixings required • structural application • substructural application • use in specific construction methods or systems.
Materials used for structural elements must include three or more of the following:	• existing and emerging materials • bricks • clay • composite materials • concrete • glass • glass blocks • metals • stone • timber and timber products.
Structural elements must include:	• footings • floors • slabs • walls • roofs.
Materials used for building envelope must include three or more of the following:	• existing and emerging materials • bricks • clay • composite materials • concrete • glass • glass blocks • metals • stone • timber and timber products.
Services must include:	• energy • fire suppression • heating, ventilation and air conditioning (HVAC) • telecommunications • water

Unit Mapping Information

No equivalent unit.

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPBDN4001 Research and evaluate construction materials and methods for building design projects

Modification History

Release 1. New unit.

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

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 also be able to provide evidence of the ability to develop and maintain current research findings to support the building design process for the following three different types of building design projects, as defined in the Building Code of Australia (BCA). At least one of the building design projects must include a Class 10 component:

- one Class 1 building
- one Class 2 building
- one building selected from Classes 3 to 9.

At least one of the above building projects must be two storeys and one building project must be three storeys or more.

The person must produce research findings, with recommendations and supporting evidence for each of the above buildings, based on an evaluation of:

- features and applications of a range of at least three materials suitable for the structural elements and building envelope of each building project
- different construction methods and systems applicable to structural elements and building envelope for each building project
- systems and components for services, having considered:
  - relevant compliance requirements for each building project
  - installation methods for each building project.

The person must also be able to demonstrate a process for:

- seeking feedback on and distributing findings from each of the building projects
- maintaining the currency of research findings.

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Knowledge Evidence

A person demonstrating competency in this unit must be able to demonstrate knowledge of the sections of the BCA relevant to the classes and types of buildings specified in the performance evidence, including knowledge of the following:

- performance features of building materials detailed in the range of conditions, and the cost benefits of their application
- building construction methods used for different materials that form structural elements and the building envelope
- construction and design terminology to describe the features and applications of materials and construction methods used.

In addition, evidence of the following knowledge must be demonstrated relevant to the classes and types of buildings specified in the performance evidence:

- sources of reliable information on existing and emerging uses of construction materials and methods
- workplace procedures for handling, storing and retrieving research information and outcomes.

Assessment Conditions

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

Suitable assessment of performance requires:

- equipment:
  - computer with internet access and software currently used in architectural and building design practices
  - telephone
- relationships with team members and supervisor:
  - tasks may be completed as an individual and as a team member, under the direction of an architect, building designer or other relevant person
- specifications – access to:
  - BCA and Australian standards applicable to the buildings specified in the performance evidence
  - manufacturer specifications relating to construction materials and methods used in the buildings specified in the performance evidence.

Assessor requirements

As a minimum, assessors must satisfy SNR/AQTF assessor requirements.

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPBDN4002 Research and apply compliance requirements to technical construction documentation

Modification History

Release 1. New unit.

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

Application

This unit of competency specifies the outcomes required to research and apply compliance requirements to building design documentation for residential, commercial and industrial buildings, as defined in the Building Code of Australia (BCA).

The unit applies to additions and renovations to a range of different types of new buildings and existing structures. It supports drafters who assist, and work under the supervision and instruction of an architect or building designer; and who take responsibility, at the level appropriate to their role, for ensuring that building design documentation complies with current and relevant legislation, codes and standards, including the National Construction Code (NCC) and local authority planning schemes.

Licensing, legislative, regulatory or certification requirements apply to building design drafting in some states. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Drafting

Unit Sector

Building design

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised

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		text is used, further information is detailed in the range of conditions.
1.	Research building design project compliance requirements.	1.1. ***Legislation, codes and standards*** relating to the compliance of specific building design project are accessed, and variations in requirements are interpreted and noted.
		1.2. ***Compliance requirements*** for designs in different project locations and different conditions are researched, and variations in requirements are interpreted and noted.
		1.3. Research findings are recorded, filed and regularly updated according to workplace procedures.
2.	Analyse and interpret implications of compliance requirements.	2.1. Ambiguous and conflicting compliance requirements are clarified with relevant professionals.
		2.2. ***Constraints*** placed on design options due to compliance requirements are identified and discussed with the designer.
		2.3. Potential exemptions from compliance with relevant codes are investigated and discussed with designer, and appropriate course of action is noted.
		2.4. Processes for obtaining an exemption are identified and actioned as required.
3.	Review and action compliance requirements.	3.1. Technical construction documentation is reviewed for compliance with relevant legislation, codes and standards according to designer's instructions.
		3.2. Non-compliance issues are noted and discussed with designer and required amendments are identified.
		3.3. Amendments or modifications to plans and technical documentation are made to ensure compliance with relevant legislation, codes and standards.

Foundation Skills

This section describes core skills that are essential to performance and not explicit in the performance criteria. Employment skills essential to performance are explicit in the performance criteria of this unit of competency.

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Skill	Performance feature
Learning skills to:	• access a range of resources, information and support, including the BCA, to assist in developing own understanding of compliance requirements relating to construction documentation • draw on experience in compliance research and apply to analysis of different building design projects.
Numeracy skills to:	• interpret and apply information from technical drawings and reports, including ratios, scales and scale conversions.
Oral communication skills to:	• participate in discussions in the workplace and with external specialists using specialised vocabulary relating to compliance.
Reading skills to:	• understand specialised vocabulary and acronyms specific to technical documentation used in building design projects • use different reading approaches to locate specific compliance requirements in a range of resources, including the BCA.
Writing skills to:	• make legible notes of discussions with colleagues and external specialists • use specialised vocabulary relating to building design projects.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Legislation must include:

- legislation and regulations relating to:
  - building
  - construction materials and methods
  - disability access
  - energy efficiency
  - environment
  - local authority planning schemes
  - work health and safety (WHS).

Codes and standards must include:

- Australian standards, including standards for drawing:
  - AS1100.101 Technical drawing - General principles
  - AS1100.301 Technical drawing - Architectural drawing
  - AS1101.1 Graphic symbols for general engineering - Hydraulic and pneumatic systems
- NCC.

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Compliance requirements must include:	• current Australian standards applicable to the building design • federal, state or territory, and local authority legislation and regulations and planning schemes applicable to the building design • NCC.

Constraints must include:	• reference to:
	  • local authority planning scheme relevant to the applicable building design
	  • project brief
	  • sections of the BCA relevant to the applicable building design.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPBDN4002 Research and apply compliance requirements to technical construction documentation

Modification History

Release 1. New unit.

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

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria and foundation skills of this unit, and must be able to provide evidence of the ability to apply compliance requirements to technical construction documentation for the following three different building projects, as defined in the Building Code of Australia (BCA). At least one of the building design projects must include a Class 10 component:

- one Class 1 building
- one Class 2 building
- one building selected from Classes 3 to 9.

At least one of the above building projects must be two storeys and one building project must be three storeys or more.

In each of the projects, the person must:

- develop a body of current research findings relating to the codes and standards affecting compliance of building designs
- analyse compliance requirements in relation to client requests
- review compliance of drawings, including those from other disciplines such as land surveyors, and hydraulic and fire engineers
- amend technical construction documents to ensure compliance with codes and standards
- document and store research findings.

Knowledge Evidence

A person demonstrating competency in this unit must be able to demonstrate knowledge of the sections of the BCA relevant to the classes and types of buildings specified in the performance evidence, including knowledge of the following:

- compliance requirements relating to specific building design projects, including:
  - Australian standards for drawing applicable to the building projects
  - local authority planning schemes
  - National Construction Code (NCC) requirements

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    - state planning policies
    - state building codes
- disability access requirements
- environmental and sustainability requirements, including:
    - energy efficiency
    - fire resistance, including resistance to bushfire attack
    - sound
    - flood
    - ventilation
- building designers' duty of care to ensure quality and safety of designs
- legislation as listed in the range of conditions and as relevant to the building project
- work health and safety requirements relevant to the building projects specified in the performance evidence.

Assessment Conditions

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

Suitable assessment of performance requires:

- equipment:
    - computer with internet access and building information modelling (BIM)-capable building design software and business software currently used in drafting, architectural and building design practice
    - telephone
- materials:
    - technical reports
    - working drawings and plans
- contingencies:
    - implications of non-compliance
    - implications of preparing and submitting to relevant authority insufficient or inaccurate documentation
- specifications – access to:
    - NCC and Australian standards
    - legislation, regulations, codes and other relevant compliance documentation relating to each building design project specified in the performance evidence
    - manufacturer product specifications on building materials and methods
    - project brief for the three building classes and types specified in the performance evidence, including specifications relating to:
        - building envelopes
        - services
        - structural components
- relationships with team members and supervisor:

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  - tasks may be completed as an individual and as a team member, under the direction of an architect, building designer or other relevant person
- relationship with client:
  - limited liaison with the client is required and only under direction of the architect or building designer.

Assessor requirements

As a minimum, assessors must satisfy SNR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPBDN4003 Collect, apply and store building design project information

Modification History

Release 1. New unit.

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

Application

This unit of competency specifies the outcomes required to set up project filing systems for documentation relevant to different residential, commercial and industrial building design projects as defined in the Building Code of Australia (BCA).

The unit covers setting up digital filing systems for documentation other than the building design project's design drawings; and hard copy filing systems, for both internal and externally-sourced documents. It also covers collecting and filing relevant documentation required at the initiation of building design projects, reviewing the contents of documentation, and applying the information to the progress of the building design project.

The unit supports the work of drafters who assist and work under the instruction and supervision of architects, building designers and other personnel, such as home sustainability assessors.

Licensing, legislative, regulatory or certification requirements apply to building design drafting in some states. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Drafting

Unit Sector

Building design

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Set up project files.	1.1. Building design project naming and version control system is confirmed and applied to project filing systems for incoming hard copy and digital documents from internal and external sources.
		1.2. Folders are created and named for storage of different types of documentation.
		1.3. Systems for recording file removal from storage and amendments or additions to content are confirmed and applied.
2.	Collect, store and maintain information.	2.1. Sources of information relating to client requirements for building design projects are identified and information is collected and stored.
		2.2. Sources of information relating to ***compliance requirements*** are identified and information is collected and stored.
		2.3. Sources of information relating to site location characteristics are identified and information is collected and stored.
		2.4. Sources of information relating to existing site infrastructure and services are identified and information is collected and stored.
		2.5. Building engineers' documents are collected and stored in relevant files.
		2.6. Files are reviewed periodically to ensure storage is correct, contents are complete and up-to-date, and files are backed up according to workplace procedures.
3.	Apply building design project information.	3.1. Information contained in documentation is summarised, with accurate references and discussed with designer and project team, as required.
		3.2. Procedures for ensuring relevant information is incorporated into building design project drawings and documentation are confirmed with project manager and

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followed.

Foundation Skills

This section describes core skills that are essential to performance and not explicit in the performance criteria. Employment skills essential to performance are explicit in the performance criteria of this unit of competency.

Skill	Performance feature
Learning skills to:	• access a range of resources, information and support to assist in developing understanding of file management systems • use hard copy and digital filing systems to collect, analyse, store, organise and facilitate ongoing access to information.
Numeracy skills to:	• apply version control systems to project files • use mathematical language to discuss with colleagues information gathered from documentation.
Oral communication skills to:	• participate in workplace discussions using specialised technical vocabulary relating to building design projects.
Reading skills to:	• interpret building design project information with specialised vocabulary and technical content in graphic form • check own understanding of texts and use strategies to clarify meaning.
Writing skills to:	• integrate information from a variety of sources to create summary of information gathered • use specialised vocabulary relating to building design projects when summarising information.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Compliance requirements must include:	• current Australian standards applicable to the building design • federal, state or territory, and local authority legislation and regulations applicable to the building design • National Construction Code.

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Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPBDN4003 Collect, apply and store building design project information

Modification History

Release 1. New unit.

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

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria and foundation skills of this unit, and must be able to provide evidence of the ability to collect, apply and store information for the following three different types of building design projects, as defined in the Building Code of Australia (BCA). At least one of the building design projects must include a Class 10 component:

- one Class 1 building
- one Class 2 building
- one building selected from Classes 3 to 9.

The person must provide evidence of:

- applying and maintaining project file naming and storage systems, including hard copy and digital drawing files and back-ups
- applying systems for monitoring file removals and amendments
- collecting, reviewing and filing digital and hard-copy documentation relating to:
  - client requirements
  - compliance requirements
  - site location characteristics
  - existing site infrastructure and services
- providing summarised information to project designer and team
- following procedures as directed to ensure relevant information is incorporated into the design process.

Knowledge Evidence

A person demonstrating competency in this unit must be able to demonstrate knowledge of collecting, applying and storing information for three building design projects specified in the performance evidence, including:

- construction terminology required to summarise and discuss types and content of internally and externally-sourced information with colleagues and designer
- building design project file naming and storing systems for:
  - digital information, including:

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    - incoming drawing files
    - internal and external text, database, spreadsheet and presentation files
  - hard-copy documentation, including:
    - internal and externally-sourced drawing files
    - internal and external text, database, spreadsheet and presentation files
- file management processes for tracking both digital and hard-copy building design project information
- types and sources of information required at the initiation of building design projects, including:
  - client requirements
  - site-specific compliance requirements
  - site location characteristics
  - existing site infrastructure and services.

Assessment Conditions

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

Suitable assessment of performance requires:

- equipment:
  - computer with internet access and building information modelling (BIM)-capable building design software and storage capacity for a range of typical building design project information
  - electronic file storage devices
  - hard copy file storage system
- relationships with team members and supervisor:
  - tasks may be completed as an individu**a**l and as a team member, under the direction of an architect, building designer or other relevant person
- specifications – access to:
  - project information relating to the three buildings design projects specified in the performance evidence
  - National Construction Code (NCC) and relevant Australian standards relating to the three building design projects specified in the performance evidence.

Assessor requirements

As a minimum, assessors must satisfy SNR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPBDN4004 Set up BIM-capable software and files for building design drafting projects

Modification History

Release 1. New unit.

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

Application

This unit of competency specifies the outcomes required to set up digital project files in building information modelling (BIM)-capable industry-standard building design drawing software for residential, commercial and industrial building design projects as defined in the Building Code of Australia (BCA).

It covers installing BIM-capable design software and applying its functions and options to create, name and save project files and templates for different types of building design projects.

The unit supports the work of drafters who assist and work under the supervision and instruction of architects, building designers and other personnel, such as home sustainability assessors.

Licensing, legislative, regulatory or certification requirements apply to building design drafting in some states. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Drafting

Unit Sector

Building design

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Prepare to use building design drawing software to set up project files.	1.1. ***Building design drawing software*** is installed and configured following relevant instructions.
		1.2. Information to operate building design drawing software is accessed and interpreted to prepare for setting up project files.
		1.3. Support for software installation and interpretation and application of ***software functions and operations*** is obtained as required.
2.	Plan software drawing file requirements.	2.1. Project brief and designer's notes are reviewed and scope and nature of building design project are identified.
		2.2. Naming protocols for digital drawing files are determined according to project and workplace requirements and systems.
		2.3. Types of drawings required by client, project and relevant authorities are determined in consultation with designer.
		2.4. Title block information is confirmed with designer.
		2.5. Checklist of drawing files required for project is prepared with file-naming protocols applied.
		2.6. Folder name and location for digital project drawing files are confirmed with designer.
3.	Set up project templates.	3.1. Building design drawing software support information is accessed to assist in adapting built-in templates to set up project template files.
		3.2. Software support information is accessed to assist in creating original project template files.
		3.3. Project template files are named according to file-naming protocols and saved in project folder in correct location.

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3.4. Files are backed up according to workplace procedures.

Foundation Skills

This section describes core skills that are essential to performance and not explicit in the performance criteria. Employment skills essential to performance are explicit in the performance criteria of this unit of competency.

Skill	Performance feature
Learning skills to:	• access a range of resources, professional development activities, information and support, including proprietary help tutorials and instructions, to assist in understanding the operation of building design drawing software, especially relating to new versions and functions • draw on experience with the functions and operations of building design software and apply to new work.
Numeracy skills to:	• interpret numerical information relating to building design project information and software options and functions including measurements of dimensions, scales, scale conversions and version control.
Oral communication skills to:	• participate in workplace discussions using specialised vocabulary relevant to building design drawing software and its functionality.
Reading skills to:	• interpret software operation manuals and building design project information with specialised vocabulary and technical content, sometimes in graphic form • apply strategies to clarify meaning of texts.
Writing skills to:	• make accurate notes of technical discussions with colleagues relating to digital building design drawings.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Building design drawing software must include:	• BIM-capable current industry-standard software.

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Software functions and operations for setting project parameters and templates must include those for:	• fundamental project information, including:
	  • name
	  • number
	  • location
	• project settings, including predefined elements
	• view templates
	• groups or families
	• title blocks
	• project views, including:
	  • plan views
	  • levels
	  • schedules
	  • legends
	  • sheets
	• visibility and graphic settings
	• print settings
	• project and shared parameters.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPBDN4004 Set up BIM-capable software and files for building design drafting projects

Modification History

Release 1. New unit.

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

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria and foundation skills of this unit, and must be able to provide evidence of the ability to set up project template files for the following three different types of building design projects, as defined by the Building Code of Australia (BCA). At least one of the building design projects must include a Class 10 component:

- one Class 1 building
- one Class 2 building
- one building selected from Classes 3 to 9.

Within the context described above, a person must provide evidence of:

- installing and configuring building information modelling (BIM)-capable building design drawing software
- accessing and interpreting software operation information when setting up digital building design drawing files
- planning project file creation, including confirming project details and preparing a checklist of templates and required elements
- applying software functions and options to create project templates for the range of drawings required for the three building design projects, including:
  - using in-built proformas
  - creating original templates
- using workplace protocols and systems to name, save and back up building design templates and files.

Knowledge Evidence

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

- construction and technical terminology required to discuss digital building design drafting project templates and files with work colleagues, designer and external personnel
- functions and options of building design drawing software relevant to creating project templates and files
- strategies for developing knowledge of building design drawing software

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- systems for naming, saving and backing up digital drawing files
- types of digital drawing templates and files required for building design projects.

Assessment Conditions

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

Suitable assessment of performance requires:

- equipment:
  - computer with internet access and BIM-capable building design drawing software
- relationships with team members and supervisor:
  - tasks must be completed individually but may rely on information sourced from team members and supervisor as relevant to the task
- specifications:
  - architect's or building designer's notes, sketches and instructions for digital building design project template and file requirements for three building design projects as specified in the performance evidence
  - building design drawing software specifications and manuals.

Assessor requirements

As a minimum, assessors must satisfy SNR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPBDN4005 Review and report structural integrity of building designs

Modification History

Release 1. New unit.

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

Application

This unit of competency specifies the outcomes required to understand and apply principles of structural engineering to analyses of building designs for residential, commercial and industrial buildings as defined in the Building Code of Australia (BCA), including additions and renovations.

The unit supports the work of drafters who assist and work under the supervision and instruction of architects and building designers in preparing design drawings for client, planning and construction approval. The drafter is not responsible for the structural integrity of the building, but contributes to assessing building compliance with specific requirements relating to structural integrity, as specified in relevant codes and standards. The drafter requires the skills and knowledge to recognise and bring to the attention of the designer structural anomalies in the building design drawings.

Licensing, legislative, regulatory or certification requirements apply to building design drafting in some states. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Drafting

Unit Sector

Building design

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Review project documentation to identify structural systems.	1.1. Site conditions and nature of proposed footings are identified from project documentation and noted in project file.
		1.2. Nature and format of floor systems are identified from project documentation and noted.
		1.3. Nature and format of walls and wall sheeting and cladding systems are identified from project documentation and noted.
		1.4. Nature and format of roofs and roof cladding systems are identified from project documentation and noted.
2.	Evaluate effects of loads and forces.	2.1. ***Geophysical and climatic conditions*** at different locations are researched.
		2.2. ***Types of loads*** acting on project buildings are identified and noted.
		2.3. ***Stresses and strains*** acting on project buildings are identified and noted.
		2.4. Properties of project ***structural building materials*** and responses to loads and forces are researched and noted.
3.	Review structural integrity of building designs.	3.1. Structural integrity of proposed footings is reviewed, under supervision, for compliance with structural engineer's notes and relevant ***codes and standards.***
		3.2. Proposed floor system components are reviewed for structural integrity and compliance with structural engineer's notes and relevant codes and standards.
		3.3. Structural integrity of proposed walls and wall sheeting and cladding systems are reviewed for compliance with structural engineer's notes and relevant codes and standards.
		3.4. Structural integrity of proposed roofs and roof cladding system components are reviewed for compliance with structural engineer's notes and relevant codes and

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			standards.
		3.5.	Anomalies in structural integrity and compliance are noted according to workplace procedures.
4.	Report findings and amend drawings.	4.1.	Review of structural integrity of project building is reported to, and discussed with, designer and consultant engineer according to workplace procedures, and information from discussion is noted.
		4.2.	Drawings are amended and notated according to instructions of designer as required.

Foundation Skills

This section describes core skills that are essential to performance and not explicit in the performance criteria. Employment skills essential to performance are explicit in the performance criteria of this unit of competency.

Skill	Performance feature

Learning skills to:	• access a range of resources, information and support to assist in developing understanding of:
	  • compliance requirements relating to structural integrity of buildings, including BCA requirements
	  • structural systems, loads and forces
	  • standards and conventions for different types of technical drawings
	• draw on experience of drawing analysis and apply to new work.

Numeracy skills to:	• interpret and apply ratios for loads and resistance from AS1684 Residential Timber Framed Construction • use mathematical language to discuss findings from analysis of plans and drawings with colleagues.
Oral communication skills to:	• participate in discussions in the workplace and with external specialists using specialised vocabulary relating to building designs.
Reading skills to:	• understand specialised technical vocabulary, abbreviations and acronyms specific to building design work • use different reading approaches to locate specific details in complex compliance documentation, including the BCA.
Writing skills to:	• make concise and accurate technical notes of findings and discussions with colleagues or external specialists • use specialised technical vocabulary, abbreviations and acronyms relating to building design projects in personal notes on review of

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structural integrity.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Geophysical and climatic conditions must include:	• bushfires • earthquakes • extreme temperatures • flooding • marine and industrial atmosphere • noise • snow • steep land • soil classification • wind (cyclones).
Types of loads must include:	• environmental loads, including wind events (cyclones) • live, dead and combination loads • moving loads, including volume of users • permanent loads, including weight of building.
Stresses and strains must include:	• bearing • bending or deflection and long-term creep • compression • racking • shearing • tensile • torsion • yield.
Structural building materials must include:	• concrete • glass • masonry • metal • plastics • wood • other materials in common use.
Codes and standards must include:	• BCA and referenced Australian standards for structural provisions • AS1684 Residential Timber Framed Construction.

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Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPBDN4005 Review and report structural integrity of building designs

Modification History

Release 1. New unit.

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

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria and foundation skills of this unit. They must also be able to provide evidence of the ability to review complete sets of drawings and then report on the structural integrity of the designs of the following four different types of building design projects, as defined by the Building Code of Australia (BCA). At least one of the building design projects must include a Class 10 component:

- one Class 1 building
- one Class 2 building
- two different buildings selected from Classes 3 to 9.

At least one of the above building projects must be two storeys and one building project must be three storeys or more.

Within the context described above, a person must provide evidence of:

- assessing the structural integrity of footings, floors, walls, wall sheeting and cladding systems, roofs and roof cladding systems covering:
  - identification of site conditions for projects
  - analysis of types of construction and materials used
  - evaluation of loads, forces, stresses and strains that could act on the buildings and effects on materials and construction methods used
  - compliance with relevant legislation, codes and standards
- sourcing and interpreting:
  - building material compliance certificates
  - structural data and reports
- reporting and discussing findings with designer and consultant engineer, according to workplace procedures
- amending drawings according to instructions of designer.

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Knowledge Evidence

A person demonstrating competency in this unit must be able to demonstrate the knowledge required to review and report on the structural integrity of building designs in relation to four different types of building design projects specified in the performance evidence, including:

- calculation methods for evaluating loads acting on buildings
- compliance requirements relating to the buildings' structural integrity
- construction methods used for the buildings specified in the performance evidence
- construction terminology required to discuss structural integrity of building designs with work colleagues, designer and consultant engineer
- drawing conventions, formats and standards
- drawing software functions
- loads and forces acting on buildings in different project locations, including nature of loads
- properties of structural building materials and responses to loads, stress and strain.

Assessment Conditions

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

Suitable assessment of performance requires:

- equipment:
  - computer with internet access and building information modelling (BIM)-capable building design software
- relationships with team members and supervisor:
  - tasks may be completed as an individual and as a team member, under the direction of an architect, building designer or other relevant person
- specifications:
  - BCA and Australian standards applicable to the four buildings specified in the performance evidence
  - building design plans and drawings for four buildings as specified in the performance evidence.

Assessor requirements

As a minimum, assessors must satisfy SNR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPBDN4006 Import and transpose information from external sources into digital building design drawings

Modification History

Release 1. New unit.

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

Application

This unit of competency specifies the outcomes required to import drawing files and transpose information from drawings prepared by external surveyors, engineers and construction consultants into existing digital building design drawings for residential, commercial and industrial buildings as defined by the Building Code of Australia (BCA), using building information modelling (BIM)-capable building design software.

It also covers understanding and applying functions and options of drawing software for different methods of importing files and for managing elements in imported drawings.

The unit supports the work of drafters who assist and work under the supervision and instruction of architects and building designers and who check drawings and reports for accuracy and compliance with relevant legislation, regulations, codes and standards before importing or transposing into existing drawings; and who then check the integrity and accuracy of the completed drawings.

Licensing, legislative, regulatory or certification requirements apply to building design drafting in some states. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Drafting

Unit Sector

Building design

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Confirm accuracy and compliance of externally-sourced drawings.	1.1. Land survey ***drawings*** are checked for accuracy according to ***workplace requirements.***
		1.2. Structural engineering drawings are checked for accuracy and ***compliance*** according to workplace requirements.
		1.3. Drawings and reports from ***engineers*** are checked for accuracy and compliance according to workplace requirements.
		1.4. Drawings, reports and drawing notations from ***consultants*** are checked for accuracy and compliance according to workplace requirements.
		1.5. Inaccuracies and non-compliance issues relating to drawings and drawing notations are reported to, and discussed with, architect or building designer.
		1.6. Architect's or building designer's observations on externally-sourced drawings are noted.
		1.7. Amended drawings are requested, noted details of amendments required are provided, and amended drawings are obtained from relevant engineers or consultants according to workplace requirements.
2.	Import drawings from external sources into digital building design files.	2.1. Compatibility of digital drawings from external sources for importing into digital building design files is determined and confirmed with architect or building designer.
		2.2. ***Building design software*** and work instructions relating to the importing of drawings from external sources are interpreted to determine ***options to be applied*** for different building design projects.
		2.3. Method for importing drawings is applied according to work instructions.
		2.4. Import options are applied to incoming files according to work instructions.

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		2.5. Files depicting materials and scenery are imported to enhance presentation and conceptual drawings, as required.
		2.6. Digital building design files are re-named and saved according to workplace requirements.
		2.7. Files are checked for integrity, submitted to architect or building designer for approval, and amendments made as directed.
3.	Transpose information from externally-sourced drawings into digital building design files.	3.1. Work instructions for transposing information from externally-sourced drawings into digital building design files are interpreted and confirmed with architect or building designer.
		3.2. Information is added to drawings according to work instructions and checked for accuracy and completeness of transposition according to workplace requirements.
		3.3. Details of externally-sourced documents are added to the list of supporting documents in the drawing set.
		3.4. Digital building design files are re-named and saved according to workplace requirements.
		3.5. Files are checked for integrity, submitted to architect or building designer for approval, and amendments made as directed.

Foundation Skills

This section describes core skills that are essential to performance and not explicit in the performance criteria. Employment skills essential to performance are explicit in the performance criteria of this unit of competency.

Skill	Performance feature

Learning skills to:	• access a range of resources, information and support to assist in developing understanding of:
	  • building design software functions and options for importing digital drawing file
	  • standards and conventions for different types of technical drawings
	• use hard copy and digital filing systems to collect, analyse, store, organise and facilitate ongoing access to information.

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Numeracy skills to:	• interpret and apply information from technical drawings and reports, including ratios, scales and scale conversions • use mathematical language to discuss information gathered from documentation with colleagues.
Oral communication skills to:	• participate in discussions in the workplace and with external specialists using specialised vocabulary relating to building design projects.
Reading skills to:	• understand specialised vocabulary, abbreviations and acronyms specific to building design work, including functions and operation of BIM-capable software • use different reading approaches to locate specific details in sometimes complex drawings and documentation.
Writing skills to:	• prepare requests for amended drawings from external consultants, giving technical details of the changes or additions required using specialised vocabulary relating to building design projects.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Drawings must include at least one from each of the following:	• consultant • engineer • land survey • structural engineering.

Workplace requirements must include:	• building design project procedures, including:
	  • communication protocols for liaising with external consultants
	  • file naming, storing and saving systems and procedures
	  • quality requirements
	  • work health and safety requirements
	• roles and responsibilities of building project team, including extent and limitations of drafter's role.

Compliance must include:	• current Australian standards applicable to the building design • federal, state or territory, and local authority legislation and regulations applicable to the building design • National Construction Code.

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Engineers must include one or more of the following:	• electrical • fire safety • geotechnical • hydraulic • mechanical.
Consultants must include one or more of the following:	• access • acoustic • arborist • bushfire • energy efficiency • flooding • lighting • traffic.
Building design software must include:	• BIM-capable current industry-standard software.
Options to be applied must include:	• colours • external references • layers • positioning • scale • views.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPBDN4006 Import and transpose information from external sources into digital building design drawings

Modification History

Release 1. New unit.

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

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 also be able to provide evidence of the ability to import and transpose information from at least five different types of externally-sourced drawings into digital building design drawing files for the following three different types of building design projects, as defined by the Building Code of Australia (BCA). At least one of the building design projects must include a Class 10 component:

- one Class 1 building
- one Class 2 building
- one building selected from Classes 3 to 9.

At least one of the above building projects must be two storeys and one building project must be three storeys or more.

Within the context described above, a person must provide evidence of:

- identifying consultants' design discrepancies
- checking drawings and notations for accuracy and compliance before importing and transposing files
- consulting with architect or building designer to discuss inaccuracies or non-compliance and to obtain designer's observations
- requesting and obtaining amended drawings
- checking drawings for compatibility with design software
- applying building design software functions and options to import drawings into digital building design drawing files
- checking integrity of drawings once import is completed
- transposing information and notations from drawings into digital building design drawing files and confirming accuracy and completeness
- adding details of externally-sourced documents to supporting documentation list for the project
- applying naming conventions and version control protocols to renaming, storing and saving files according to workplace procedures.

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Knowledge Evidence

A person demonstrating competency in this unit must be able to demonstrate the knowledge required to import and transpose information from external sources into digital building design drawings for the three different types of building design projects specified in the performance evidence, including:

- compliance requirements relating to the three different types of building design projects
- construction terminology required to discuss content of externally-sourced drawings and reports with work colleagues, designers and external consultants
- functions and options of building design software relating to importing external digital drawings into project files
- protocols for communication and liaison with construction professionals who provide drawings and information for building designs
- roles and responsibilities of internal and external contributors to building design projects
- systems for naming, saving and storing digital files and ensuring version control
- types of drawings from external sources required for building designs, including the extent and level of detailed information required.

Assessment Conditions

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

Suitable assessment of performance requires:

- equipment:
  - computer with internet access, building information modelling (BIM)-capable building design software and storage capacity for a range of typical building design project information
  - electronic file storage devices
- materials:
  - electronic and hard copy project files for the three projects specified in the performance evidence
- relationships with team members and supervisor:
  - tasks may be completed as an individual and as a team member, under the direction of an architect, building designer or other relevant person
- specifications:
  - a range of project documentation, both hard copy and electronic, from construction professionals and consultants involved in the building design process for the three different building design projects specified in the performance evidence
  - National Construction Code and Australian standards relevant to building design projects.

Assessor requirements

As a minimum, assessors must satisfy SNR/AQTF assessor requirements.

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Links

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CPPBDN4007 Store and retrieve building design documentation

Modification History

Release 1. New unit.

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

Application

This unit of competency specifies the outcomes required to ensure documentation relating to building design projects is filed and stored safely and effectively. It addresses managing and archiving files for future retrieval and responding to requests for copies of documentation.

The unit supports drafters who assist and work under the supervision and instruction of an architect or building designer to produce and file a range of documentation as part of the building design and approval process.

Licensing, legislative, regulatory or certification requirements apply to building design drafting in some states. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Drafting

Unit Sector

Building design

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.

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1.	Maintain filing system.	1.1. Project file naming, storing, saving and version control systems are identified and followed when creating, amending and filing documents.
		1.2. Hard copy and digital files are reviewed to identify and remove duplicate, outdated and unnecessary documentation, and archived as required.
2.	Manage file requests.	2.1. Processes for actioning file requests are identified and followed.
		2.2. File requests are assessed and confirmed according to workplace procedures.
		2.3. Digital documents are made available to others with appropriate ***file protections*** in place according to workplace requirements.
		2.4. Hard copy documents are retrieved, logged as removed from file, and provided to others, photocopied or scanned as necessary.
		2.5. Hard copy files are regularly monitored for missing documentation and logging systems are used to locate and replace documentation.
3.	Back up and archive project files.	3.1. Digital files are ***backed up*** periodically and stored in a safe and secure location for emergency access.
		3.2. Hard copy files are collated, scanned where appropriate and saved to relevant electronic project files.
		3.3. Files relating to finalised projects are ***archived*** in a safe, secure and accessible manner.
		3.4. Processes allowing for access to archived project files are reviewed and implemented as required.

Foundation Skills

This section describes core skills that are essential to performance and not explicit in the performance criteria. Employment skills essential to performance are explicit in the performance criteria of this unit of competency.

Skill	**Performance feature**

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Learning skills to:	• access a range of resources, information and support to develop own understanding of file management protocols and their application • use hard copy and digital filing systems to ensure the safe storage and retrieval of files.
Numeracy skills to:	• use version control protocols when filing and storing documentation.
Oral communication skills to:	• review, clarify and respond to requests for files • use appropriate file naming conventions when liaising with others in relation to current and archived digital and hard copy project files.
Reading skills to:	• interpret and follow workplace file naming protocols and file management processes.
Writing skills to:	• use appropriate vocabulary and terminology in relation to file naming and archiving.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

File protections must include:	• read only format • password-protected • portable document format (PDF).

Back-up must include:	• computer hard drive
	• external storage devices, including:
	  • portable and non-portable hard drives:
	  • CD or DVD
	  • USB devices
	• off-site location
	• remote, online and managed back-up services.

Archived must include:	• online storage of electronic versions of documentation • physical offsite storage of hard copy project files.

Unit Mapping Information

No equivalent unit.

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPBDN4007 Store and retrieve building design documentation

Modification History

Release 1. New unit.

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

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 also be able to provide evidence of the ability to maintain current and accurate files of documents for the following three different types of building design projects, as defined by the Building Code of Australia (BCA). At least one of the building design projects must include a Class 10 component:

- one Class 1 building
- one Class 2 building
- one building selected from Classes 3 to 9.

Within the context described above, a person must provide evidence of:

- using file naming, storage, saving and version control systems when managing documentation
- forwarding digital and hard copy documents and files to relevant personnel as requested, in relevant formats and according to workplace procedures
- reviewing files for missing, duplicate and outdated information and following up or removing as required, according to workplace requirements
- backing up project files according to accepted workplace file management procedures
- archiving files for the three different projects, with one in hard copy, ensuring safety and security and future accessibility of documentation.

Knowledge Evidence

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

- building construction techniques and processes in order to recognise the relevance of documentation in the project files of those buildings specified in the performance evidence
- construction and technical terminology required to discuss appropriate file management processes applicable to the various documentation in files
- recognising plans from other disciplines, including land surveys, hydraulics and fire engineering, and determining appropriate file management processes for those plans
- workplace protocols addressing file naming, storing, back-up and retrieval.

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Assessment Conditions

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

Suitable assessment of performance requires:

- equipment:
  - computer with:
    - internet access and building information modelling (BIM)-capable building design software and business software currently used in drafting, architectural and building design practice
    - storage capacity for a range of typical building design project information
  - electronic file saving devices
- materials – access to:
  - electronic and hard copy project files for a range of building projects
  - lockable filing cabinet
  - password-protected digital files
- relationships with team members and supervisor:
  - tasks may be completed as an individual and as a team member, under the direction of an architect, building designer or other relevant person
- specifications:
  - access to applicable codes and standards and local planning requirements
- timeframe:
  - completion of required tasks within timeframes specified by the workplace.

Assessor requirements

As a minimum, assessors must satisfy SNR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPBDN4008 Produce digital building design concept drawings

Modification History

Release 1. New unit.

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

Application

This unit of competency specifies the outcomes required to produce building design drawings and documentation with appropriate scale and notations using current industry-standard software packages with building information modelling (BIM) capability.

The unit supports drafters who assist and work under the supervision and instruction of architects and building designers and produce design documentation for all types of residential, commercial and industrial buildings as defined in the Building Code of Australia (BCA), up to the stage of client approval of the design concept. It also covers ensuring that the drawings and documentation meet compliance requirements for the type of building and location and are formatted and notated to facilitate understanding by the client.

Licensing, legislative, regulatory or certification requirements apply to building design drafting in some states. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Drafting

Unit Sector

Building design

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Produce building design sketches	1.1. Client brief and designer's concept drawings and notes are reviewed and requirements confirmed.
		1.2. Existing site information and measured drawings are reviewed and information is applied to the production of sketches.
		1.3. ***Compliance requirements*** are confirmed and applied to the production of sketches.
		1.4. ***Building design software*** and project templates are used according to ***workplace requirements*** to produce and save sketches that illustrate designer's concept, with accurate proportions and within project timelines.
		1.5. Spatial and dimensional awareness is applied when producing sketches to allow ample space for movement of persons.
		1.6. ***Rendering techniques*** are applied to sketches as required by designer.
		1.7. Sketches are reviewed in consultation with designer to check that compliance requirements have been addressed, and adjustments are made and saved as required.
		1.8. Scaled renditions of design concept sketches are produced as required.
2.	Review and apply designer's instructions in response to client feedback on building design concept sketches.	2.1. Designer's instructions, notes and notations to drawings following client consultations are reviewed and client's required changes to sketches are confirmed.
		2.2. Sketches are adjusted and cross-checked to confirm that client requirements are incorporated.
		2.3. Impacts of changes on compliance requirements are identified and confirmed through consultation with relevant personnel and according to workplace requirements.
		2.4. Adjusted drawings and identified impacts on compliance requirements are reviewed with designer.
		2.5. Final adjustments to sketches are made according to instructions and following designer's final consultations

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		with client and other relevant personnel.
		2.6. Sketches are stored and saved according to workplace requirements.
3.	Produce building design drawings.	3.1. Building design software and project templates are used to set up design drawings based on client-approved concept sketches.
		3.2. Details of spatial, structural and technical elements of the building's design are confirmed with designer and incorporated into building design drawings.
		3.3. Details of strategies to address work health and safety (WHS) issues in the building's design are confirmed with designer and incorporated into design drawings.
		3.4. Details of sustainable building design for the project are confirmed with designer and incorporated into building design drawings.
		3.5. Readability of drawings is ***reviewed*** and drawings are adjusted to ensure clarity of detail, consistency and ease of understanding by clients.
		3.6. Design drawings are saved and stored according to workplace requirements.
		3.7. Design drawings are reviewed in consultation with designers to ensure client and compliance requirements and anomalies are addressed, and drawings are adjusted as required.
		3.8. Design drawings are rendered to watercolour wash or photo-realistic finish as required.
4.	Review and apply client feedback to building design drawings.	4.1. Designer's instructions, notes and notations to drawings following client consultations are reviewed and client's required changes to design drawings are confirmed.
		4.2. Design drawings are adjusted and cross-checked to confirm that client requirements are incorporated.
		4.3. Impacts of changes on compliance of building are identified and confirmed according to workplace requirements.
		4.4. Adjusted drawings and identified impacts on compliance requirements are reviewed in consultation with designer.

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4.5. Final adjustments to drawings are made according to instructions and following designer's final consultations with client and other relevant personnel.

Foundation Skills

This section describes core skills that are essential to performance and not explicit in the performance criteria. Employment skills essential to performance are explicit in the performance criteria of this unit of competency.

Skill	Performance feature
Learning skills to:	• develop an understanding of compliance requirements and the constraints they may place on client's requested changes to design concepts • seek advice and respond to feedback from designer.
Numeracy skills to:	• interpret and convert ratios and scales on drawings • use and apply knowledge about space and shape to draw accurate two-dimensional and three-dimensional scale plans and drawings.
Oral communication skills to:	• consult with external professional personnel regarding interpretation of compliance requirements • discuss adjustments to drawings with designer using construction and design terminology.
Reading skills to:	• interpret designer margin notes and simple diagrams to make connections between information and design requirements • interpret specialised vocabulary and acronyms used in compliance requirement documents, including the BCA.
Writing skills to:	• consider the audience for design drawings and represent technical information in notations using language suitable for clients with limited or no technical knowledge.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Compliance requirements must include:	• current Australian standards applicable to the building design • federal, state or territory, and local authority legislation and regulations applicable to the building design

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	• National Construction Code.
Building design software must include:	• BIM-capable current industry-standard software.

Workplace requirements must include:	• application of drawing conventions according to:
	  • AS1100.101 Technical drawing - General principles
	  • AS1100.301 Technical drawing - Architectural drawing
	• building design project procedures relating to:
	  • communication protocols for liaising with external consultants
	  • file naming, storing and saving systems and procedures
	  • quality requirements
	  • WHS requirements
	• roles and responsibilities of building project team, including extent and limitations of drafter's role.

Rendering techniques must ensure:	• depiction of light and shade • range of material finishes • readability.
Review must include:	• labelling and notation of drawings • layout • scale • white space.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPBDN4008 Produce digital building design concept drawings

Modification History

Release 1. New unit.

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

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 also be able to provide evidence of the ability to produce digital building design sketches and concept drawings and documentation under the supervision and direction of an architect or building designer for the following three different types of building design projects, as defined by the Building Code of Australia (BCA). At least one of the building design projects must include a Class 10 component:

- one Class 1 building
- one Class 2 building
- one building selected from Classes 3 to 9.

At least one of the above building projects must be two storeys and one building project must be three storeys or more.

Each project must be in a different locality where local compliance requirements vary.

A person should provide evidence of:

- researching and applying compliance requirements relating to the nature and location of each building design project
- applying drawing conventions according to:
  - AS1100.101 Technical drawing - General principles
  - AS1100.301 Technical drawing - Architectural drawing
- applying dimensional awareness to designs to ensure ample space is allowed for movement of persons
- producing digital building design sketch drawings and documentation using building information modelling (BIM)-capable current industry-standard software, of the required quality standard and within project timelines, based on client specifications and designer's instructions
- incorporating client feedback into sketches and checking compliance of documentation
- consulting with designer on finalisation of sketches and discussing and implementing strategies to resolve compliance issues

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- producing digital design drawings, documentation and building information models using BIM-capable current industry-standard software based on finalised sketches and according to designer instructions
- incorporating client feedback into design drawings, models and documentation and checking whether these meet compliance requirements
- consulting with designer on finalisation of design drawings, models and documentation and discussing and implementing strategies to resolve compliance issues.
-

Knowledge Evidence

A person demonstrating competency in this unit must be able to demonstrate the knowledge required to produce digital building design concept drawings and documentation for the three different types of building design projects specified in the performance evidence, including:

- compliance requirements relating to the three building design projects
- drawing conventions relevant to the sketch and design concept drawings
- construction and design terminology required to discuss aspects of digital design documentation with designer
- functions and options of BIM-capable building design software that enable the production of digital building design drawings for residential, commercial and industrial building design projects
- principles of BIM and its use by building and construction professions
- protocols for communication and liaison with construction professionals who provide information for building designs
- roles and responsibilities of internal and external contributors to building design projects
- systems for naming, saving and storing digital files and ensuring version control
- types of drawings, documentation and models required for client consultations regarding building design concepts.

Assessment Conditions

Assessment must be conducted in the workplace or a close simulation of the workplace. Unit outputs must be completed to full industry and workplace standards and procedures.

Suitable assessment of performance requires:

- equipment:
  - computer with internet access and BIM-capable building design software
- materials:
  - project site information
  - reports from technical experts
- specifications – access to:
  - legislation, regulations, codes, standards and other relevant compliance documentation relating to each building design project
  - client's design brief

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- designer’s sketches and notes.

Assessor requirements

As a minimum, assessors must satisfy SNR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPBDN4009 Analyse building design drawings and review findings

Modification History

Release 1. New unit.

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

Application

This unit of competency specifies the outcomes required to analyse drawings relating to building designs for residential, commercial and industrial buildings, as defined by the Building Code of Australia (BCA).

It covers interpreting construction industry conventions for drawings, and analysing drawings for different projects to identify design and technical features. It also covers presenting findings and discussing these with the architect or building designer to inform the design process.

The unit supports the work of drafters who assist and work under the supervision and instruction of architects, building designers and other personnel, such as home sustainability assessors.

Licensing, legislative, regulatory or certification requirements apply to building design drafting in some states. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Drafting

Unit Sector

Building design

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Interpret drawing conventions.	1.1. ***Industry standard formats and content for technical drawings*** are interpreted.
		1.2. ***General technical drawing conventions*** used in all types of construction drawings are interpreted.
		1.3. ***Architectural conventions*** used in building design drawings are interpreted.
		1.4. Notations used in general technical and architectural drawings are interpreted.
2.	Analyse architectural drawings.	2.1. ***Key features of site plans*** for different projects are identified in drawings and analysed.
		2.2. ***Key features of floor plans and sub-floor plans*** are identified in drawings and analysed.
		2.3. ***Key features of elevations*** of each aspect of building are identified in drawings and analysed.
		2.4. Sections of buildings are analysed to determine construction methods and features of internal design and finishes.
		2.5. Unknown elements of, or anomalies in, architectural drawings are noted for discussion with architect or building designer.
3.	Analyse drawings from other construction disciplines.	3.1. Land survey drawings are analysed to identify topographical features of site for building design projects and requirements for cutting and filling.
		3.2. Structural engineering drawings are analysed to determine construction methods and load considerations for building design project.
		3.3. Drawings and reports from electrical, hydraulic, fire and mechanical engineers are analysed to determine layout of services for building design project.
		3.4. Drawings and drawing notations from ***consultants*** are analysed to identify recommendations for building

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			design project.
		3.5.	Unknown elements of, or anomalies in, drawings from other disciplines are noted for discussion with architect or building designer.
4.	Present and discuss findings.	4.1.	Advice is sought where required from architect or building designer to assist in identifying and analysing unknown elements of drawings.
		4.2.	Findings from analysis of architectural drawings are presented to, and discussed with, architect or building designer to inform building design process.
		4.3.	Findings from analysis of drawings from other construction disciplines are presented to, and discussed with, architect or building designer to inform building design process.
		4.4.	Strategies for producing corrections to drawings are developed in consultation with architect or building designer and followed up as required.

Foundation Skills

This section describes core skills that are essential to performance and not explicit in the performance criteria. Employment skills essential to performance are explicit in the performance criteria of this unit of competency.

Skill	Performance feature
Learning skills to:	• access Australian standards to assist in developing understanding of different types of drawings and drawing standards and conventions • draw on experience in drawing analysis and apply to new work.
Numeracy skills to:	• interpret and check the accuracy of numerical information in technical drawings and reports, including dimensions, ratios, scales and scale conversions • use mathematical language to discuss with colleagues findings from analysis of drawings, such as anomalies in dimensions or inaccuracies in scale conversions.
Oral communication skills to:	• participate in discussions in the workplace and with external specialists using specialised vocabulary relating to building designs, including the names used for different types of drawings and the names for different building elements and fixtures.
Reading skills to:	• understand specialised vocabulary, abbreviations and acronyms specific to building design work, including terms used by external

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	consultants • use different reading strategies to locate specific and sometimes complex details in drawings and reports.
Writing skills to:	• make concise and technically accurate personal notes on findings from analysis of drawings and reports and discussions with designer.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Industry standard formats and content for technical drawings must include:	• drawing types • project identification • version control.

General technical drawing conventions must include:	• those specified in:
	  • AS1100.101 Technical drawing - General principles
	  • AS1100.301 Technical drawing - Architectural drawing
	  • AS1101.1 Graphic symbols for general engineering - Hydraulic and pneumatic systems
	• abbreviations
	• components
	• dimensioning lines
	• gradients
	• layout
	• levels
	• scales
	• spaces
	• symbols.

Architectural conventions must include:	• dimensioning
	• orientation
	• representations of:
	  • doors
	  • fittings
	  • fixtures
	  • materials
	  • natural light
	  • shadow

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	• windows.

Key features of site plans must include:	• site boundaries and dimensions
	• locations and orientations of buildings
	• locations of:
	  • utility services
	  • retaining walls
	  • fences
	  • driveways
	  • walkways
	• setback requirements
	• easements
	• topographical data.

Key features of floor and sub-floor plans must include:	• access • construction methods • dimensions • locations of services • plan-level fittings, fixtures and features, including representations of overhead features • room and wall layouts.
Key features of elevations must include:	• dimensions of buildings • exterior finishes • fence locations • features of exterior design.
Consultants must include one or more of those contributing to the design drawings:	• land surveyors • structural, electrical, hydraulic, fire and mechanical engineers • access, acoustic, arborist, energy efficiency, lighting, traffic and other relevant consultants required to contribute to building design projects.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPBDN4009 Analyse building design drawings and review findings

Modification History

Release 1.New unit.

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

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria and foundation skills of this unit, and must be able to provide evidence of the ability to analyse complete sets of drawings for the following three different types of building design projects, as defined by the Building Code of Australia (BCA). At least one of the building design projects must include a Class 10 component:

- one Class 1 building
- one Class 2 building
- one building selected from Classes 3 to 9.

At least one of the above building projects must be two storeys and one building project must be three storeys or more.

The person must present and discuss with the project architect or building designer:

- an analysis of relevant information, features and details included on architectural drawings, including:
  - details
  - elevations
  - plans:
    - footings and slab setout
    - roof framing layout
    - wall framing layout
  - sections
  - site plans
  - sub-floor and floor plans
- analysis of information, features and details included on drawings specifically required for the project from consultants as listed in the range of conditions
- clarification of unknown elements of drawings through consultation, as required
- anomalies in drawings, including strategies for producing corrections to drawings
- strategies for correcting drawings, as required.

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Knowledge Evidence

A person demonstrating competency in this unit must be able to demonstrate the knowledge required to analyse building design drawings for the building projects specified in the performance evidence, including:

- principles of structural engineering sufficient to recognise structural anomalies in building design drawings for the building projects and report them to the designer
- basic principles of the work of those construction professionals who are required to contribute to the building designs of the projects, including:
  - consultants
  - engineers
  - surveyors
- building construction techniques and processes applied to the construction of the buildings
- building materials used in the construction of the buildings, and their application
- building designers' duty of care to ensure quality and safety of designs
- construction terminology required to discuss content of internally and externally sourced drawings with work colleagues and designer
- conventions and formats used for:
  - architectural drawings
  - general technical drawings
- drawing standards:
  - AS1100.101 Technical drawing - General principles
  - AS1100.301 Technical drawing - Architectural drawing
  - AS1101.1 Graphic symbols for general engineering - Hydraulic and pneumatic systems
- types of drawings relevant to building design projects.

Assessment Conditions

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

Suitable assessment of performance requires:

- equipment:
  - computer with internet access and building information modelling (BIM)-capable building design software materials
- relationships with team members and supervisor:
  - tasks may be completed as an individual and as a team member, under the direction of an architect, building designer or other relevant person
- specifications:
  - Australian standards for drawing
  - design drawings for building projects specified in the performance evidence.

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Assessor requirements

As a minimum, assessors must satisfy SNR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPBDN4010 Prepare documentation for planning approval

Modification History

Release 1. New unit.

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

Application

This unit of competency specifies the outcomes required to prepare documentation that complies with planning approval requirements for residential, commercial and industrial buildings as defined by the Building Code of Australia (BCA). The documentation is required as part of the process for preparing a planning application, which if successful will result in the issuing of a planning permit.

The unit supports drafters who assist and work under the supervision and instruction of architects and building designers to prepare a range of documentation as part of the planning approval process.

Licensing, legislative, regulatory or certification requirements apply to building design drafting in some states. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Drafting

Unit Sector

Building design

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Plan and produce planning approval support documentation.	1.1. Documentation requirements for planning approval applications are confirmed with relevant authorities.
		1.2. ***Design drawings*** required in applications for planning approval are confirmed with architect, building designer or relevant authorities.
		1.3. ***Compliance requirements*** for design drawings are confirmed with architect, building designer and relevant authorities.
		1.4. Timelines and methodologies for producing final design drawings are confirmed with architect or building designer.
		1.5. Drawings and documentation required from electrical, hydraulic, geotechnical, fire and mechanical engineers are specified and requested in consultation with architect or building designer.
		1.6. Drawings and documentation required from access, traffic, lighting, arborist, acoustic, energy efficiency and other relevant consultants are specified and requested in consultation with architect or building designer.
2.	Prepare and submit planning approval application.	2.1. Design drawings are checked for planning approval compliance and required additions or changes are made.
		2.2. Drawings and documentation required from technical experts are obtained within required timeframes and checked for completeness and compliance.
		2.3. Documentation for planning approval application is prepared, checked for compliance with requirements, and confirmed with client.
		2.4. Completeness of planning approval application is confirmed in consultation with architect or building designer and submitted to relevant authority according to workplace procedures.
		2.5. Notifications and advertisements are arranged as required.
3.	Obtain feedback and amend documentation as	3.1. Local authority, client and stakeholder feedback to planning application design drawings and documentation is obtained and discussed with architect or building

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	required.		designer to identify required amendments.
		3.2.	Design drawings and documentation are amended as required, and client approval is obtained, documented and processed according to workplace procedures.
4.	Support and finalise the application through approval process.	4.1.	Progress of application through planning approval processes is monitored and requests for information are responded to according to workplace procedures.
		4.2.	Requirements for changes to planning approval drawings and documentation are completed on time and in consultation with architect or building designer as requested.
		4.3.	Planning approval is obtained and filed with final design project documentation according to workplace procedures.
		4.4.	Client is notified of planning approval and any conditions, and copies of relevant documentation are provided according to workplace procedures.

Foundation Skills

This section describes core skills that are essential to performance and not explicit in the performance criteria. Employment skills essential to performance are explicit in the performance criteria of this unit of competency.

Skill	Performance feature
Learning skills to:	• develop a sequenced plan for tasks required in the planning approval process • draw on experience in preparing planning documentation to ensure that processes and requirements meet the requirements of authorities within required timeframes.
Numeracy skills to:	• apply measurements prescribed in compliance requirements to sketches and drawings • apply scale accurately to working drawings • calculate and confirm measurements in drawings.
Oral communication skills to:	• consult with client and a range of external stakeholders regarding compliance requirements • discuss required changes to planning documentation as required.
Reading skills to:	• interpret and adhere to documentation compliance requirements of the BCA and relevant authorities

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	• interpret specialised vocabulary and acronyms used in planning documentation.
Writing skills to:	• prepare forms and other documentation required for planning approval • use appropriate vocabulary and technical terminology when compiling planning documentation and liaising with clients.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Design drawings must include:	• drawings produced by building designers or technical experts
	• elevations:
	  • contour
	  • demolition
	  • floor
	  • framing
	  • roof
	• sections
	• shadow drawings
	• site analyses
	• landscape designs
	• services layout.

Compliance requirements must include:	• current Australian standards applicable to the building design • federal, state or territory and local authority legislation and regulations applicable to the building design • National Construction Code.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPBDN4010 Prepare documentation for planning approval

Modification History

Release 1. New unit.

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

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 also be able to provide evidence of the ability to prepare documentation to meet planning approval requirements for the following three different building projects, as defined in the Building Code of Australia (BCA). At least one of the building design projects must include a Class 10 component:

- one Class 1 building
- one Class 2 building
- one building selected from Classes 3 to 9.

At least one of the above building projects must be two storeys and one building project must be three storeys or more.

For each of the three projects, the person must provide evidence of:

- confirming documentation and compliance requirements with the relevant authority for each of the building projects specified
- identifying and collecting relevant documentation and drawings from technical experts for each of the building projects specified and confirming that documents received are accurate and compliant
- preparing and finalising relevant planning approval documentation specified by the approving authority for each of the building projects
- amending relevant documentation to incorporate feedback from client and relevant approval authorities while ensuring compliance with relevant codes and standards
- submitting final, complete and accurate planning documentation to the relevant authority within specified timeframes and monitoring its progress, responding to feedback or questions as instructed by the architect or building designer
- processing planning approval and notifying client of the outcome.

Knowledge Evidence

A person demonstrating competency in this unit must be able to demonstrate documentation required for planning approval relevant to the three classes and types of building projects specified in the performance evidence, including knowledge of :

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- architectural styles and building construction terminology relevant to working with building plans specified in the planning approval process
- principles of energy efficiency and sustainable design sufficient to be able to communicate with others in relation to the designs and planning approval applications
- design drawings gathered and used in the planning approval process for each of the specified building projects
- duty of care required to ensure quality and safety of designs
- implications of changes to design throughout the planning approval process
- legislation, codes and standards relevant to sustainable design requirements required to ensure compliance with planning approval requirements
- processes that must be confirmed and satisfied for each of the building projects, including:
  - documentation requirements for planning approval applications
  - types of drawings required for planning approval applications.

Assessment Conditions

Assessment must be conducted in the workplace or a close simulation of the workplace. Unit outputs must be completed to full industry and workplace standards and procedures.

Suitable assessment of performance requires:

- equipment:
  - computer with internet access and building information modelling (BIM)-capable building design software and business software currently used in drafting, architectural and building design practice
- materials:
  - planning application forms and documentation
  - technical reports prepared by external consultants and relevant to the planning approval process for each of the building projects specified in the performance evidence
  - working drawings and plans relevant to the planning approval process for each of the building projects specified in the performance evidence
- contingencies:
  - impact of variations to plans as directed by client or other stakeholders
  - implications of submitting non-compliant documentation to relevant authorities
  - types of documentation supplied by technical experts and their purpose in overall submission for planning approval
- relationships with team members and supervisor:
  - tasks must be completed individually but may rely on information sourced from team members and supervisor as relevant to the task
- relationship with client:
  - liaison with the client as directed by architect or building designer
- specifications – access to:
  - BCA

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- client briefs
- state and local council planning regulations
- National Construction Code (NCC).

Assessor requirements

As a minimum, assessors must satisfy SNR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPBDN4011 Prepare documentation for building approval

Modification History

Release 1. New unit.

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

Application

This unit of competency specifies the outcomes required to gather and prepare documentation that complies with building approval requirements, including detailed working drawings of designs for all types of residential, commercial and industrial buildings as defined by the Building Code of Australia (BCA). The documentation is required as part of the building approval process which, if successful, results in the issuing of a building permit.

The unit supports drafters who assist and work under the supervision and instruction of an architect or building designer to gather and produce a range of documentation as part of the building approval process.

Licensing, legislative, regulatory or certification requirements apply to building design drafting in some states. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Drafting

Unit Sector

Building design

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.

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1.	Plan documentation production.	1.1.	***Documentation*** required for building approval applications for building design projects is confirmed with design project manager and other relevant personnel.
		1.2.	***Compliance requirements*** to be addressed in ***working drawings*** are confirmed with relevant personnel.
		1.3.	Timelines and methodologies for producing working drawings are confirmed and followed.
		1.4.	Drawings and documentation required from construction contractors, engineers and consultants, are confirmed and obtained.
2.	Prepare and gather documentation.	2.1.	Project design drawings and documentation are reviewed in consultation with design project manager and information relevant to different types of working drawings is identified.
		2.2.	Construction details requiring clarification are resolved through research and consultation.
		2.3.	Draft working drawings are prepared and notations added according to project and workplace requirements.
		2.4.	***Working drawings are checked*** and finalised, in consultation with design project manager.
		2.5.	Required documentation is completed or obtained, and checked and confirmed as correct or referred for amendment in consultation with design project manager.
3.	Submit and support building approval application.	3.1.	Documentation for building approval application is prepared, checked for compliance with requirements, and submitted to design project manager.
		3.2.	Progress of application through building approval process is monitored and requests for clarification or changes are addressed in consultation with design project manager.
		3.3.	Building approval is obtained and filed with final design project documentation according to workplace procedures.
		3.4.	Client is notified of building approval and copies of relevant documentation are provided in consultation with design project manager, as required.

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Foundation Skills

This section describes core skills that are essential to performance and not explicit in the performance criteria. Employment skills essential to performance are explicit in the performance criteria of this unit of competency.

Skill	Performance feature
Learning skills to:	• develop a sequenced plan for tasks required in the building approval process • draw on experience in preparing building documentation to ensure that documentation prepared and submitted meets the requirements of authorities within required timeframes.
Numeracy skills to:	• apply measurements prescribed in compliance requirements to sketches and drawings, for example distance of building from boundary • apply scale accurately to working drawings • calculate and confirm measurements in drawings.
Oral communication skills to:	• ask questions relating to design drawings and compliance requirements • consult with external professional personnel regarding compliance requirements.
Reading skills to:	• interpret and adhere to documentation compliance requirements of relevant authorities • interpret specialised vocabulary and acronyms used in building documentation.
Writing skills to:	• prepare forms and other documentation required for building approval • communicate with clients and prepare building documentation using appropriate vocabulary and technical terminology.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Documentation must include:	• contract administration documentation • items specified in relevant authorities' requirements for building approval, including:

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- localised pest management details
- relevant authority forms
- requests for exemptions
- risk assessments
- specifications for materials, fixtures and fittings
- technical reports, such as:
  - access
  - conservation
  - energy rating
  - fire safety
  - soil analysis
- two- and three-dimensional working drawings
- sub-floor ventilation details
- waterproofing details.

Compliance requirements must include:

- current Australian standards applicable to the building design
- federal, state or territory, and local authority legislation and regulations applicable to the building design
- National Construction Code.

Working drawings must include:

- detail drawings
- elevations
- location of neighbouring buildings
- plans
- sections
- site plans.

Checking of working drawings must include:

- accuracy
- completeness
- compliance with relevant requirements, including building approval requirements
- consistency of presentation
- cross-referencing
- titles and reference numbers
- version control.

Unit Mapping Information

No equivalent unit.

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPBDN4011 Prepare documentation for building approval

Modification History

Release 1. New unit.

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

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria and foundation skills of this unit, and must be able to provide evidence of the ability to prepare drawings and documentation for the following three different building projects, as defined in the Building Code of Australia (BCA). At least one of the building design projects must include a Class 10 component:

- one Class 1 building
- one Class 2 building
- one building selected from Classes 3 to 9.

At least one of the above building projects must be two storeys and one building project must be three storeys or more.

For each of the building projects, the person must provide evidence of:

- confirming documentation and compliance requirements with the relevant authority, for each of the building projects specified
- preparing complete sets of compliant working drawings and documentation as required for the submission of the building application for each of the building projects specified in the performance evidence
- identifying and collecting supporting documentation from other construction professionals for each of the building projects specified in the performance evidence, and confirming that documents received are accurate and compliant
- submitting final, complete and accurate building approval application to the relevant authority within specified timeframe and monitoring its progress, responding to feedback or questions as instructed by the architect or building designer
- processing building approval permit and notifying the client.

Knowledge Evidence

A person demonstrating competency in this unit must be able to demonstrate knowledge of documentation required for building approval relevant to the three classes and types of building projects specified in the performance evidence, including knowledge of:

- processes of the relevant approving authority that must be confirmed and satisfied for each of the building projects specified in the performance evidence, including:

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    - range of documentation and types of drawings required for building approval applications relating to specified types of building design projects in specified locations
    - technical knowledge of plans required for building approval, including knowledge of:
        - bracing
        - ceilings
        - concrete slabs
        - floor finishes
        - floor footings
        - lighting
        - timber framing
        - services
        - sites
        - sustainability requirements
        - ventilation
- sections of the BCA relevant to the classes and types of buildings specified in the performance evidence, including:
    - architectural styles and building construction terminology relevant to working with building plans specified in the building approval process
    - principles of energy efficiency and sustainable design sufficient to be able to communicate with others in relation to the designs and approval applications
- duty of care required to ensure quality and safety of designs submitted for building approval
- potential cost implications of changes to design at each stage of the building approval process
- legislation, codes and standards relevant to sustainable building design required to ensure compliance with building approval requirements.

Assessment Conditions

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

Suitable assessment of performance requires:

- equipment:
    - computer with internet access and building information modelling (BIM)-capable building design software and business software currently used in drafting, architectural and building design practices
- materials:
    - building application forms and related documentation
    - reports from technical experts and external consultants, relevant to the building approval process for each of the building projects specified in the performance evidence

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    - working drawings relevant to the building approval process for each of the building projects specified in the performance evidence
- contingencies:
    - impact of variations to plans as directed by client or other stakeholders
    - implications of preparing and submitting to relevant authority insufficient or non-compliant documentation
- specifications – access to:
    - current Australian standards applicable to the building design and as required in the building approval process
    - local council planning regulations
    - National Construction Code
    - state codes and planning policies
- relationships with team members and supervisor:
    - tasks may be completed individually but may rely on information sourced from team members and supervisor as relevant to the task
- relationship with client:
    - liaison with the client is limited and only as directed by the architect or building designer
- timeframe:
    - according to the requirements for preparing and lodging documentation for building approval processes.

Assessor requirements

As a minimum, assessors must satisfy SNR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPBDN4012 Provide support to project building designers

Modification History

Release 1. New unit.

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

Application

This unit of competency specifies the outcomes required to provide a range of support to project building designers.

It covers attending and supporting client and stakeholder meetings, undertaking site visits, using industry-approved software, and liaising with relevant authorities on behalf of the architect or building designer responsible for the overall project design.

The unit supports drafters who assist and work under the supervision and instruction of architects or building designers and engage in a range of consultation processes as part of the building design process.

Licensing, legislative, regulatory or certification requirements apply to building design drafting in some states. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Drafting

Unit Sector

Building design

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Participate in client communications.	1.1.	Client consultations are attended and detailed ***notes*** are taken to support the role of the designer or architect according to workplace requirements.
		1.2.	Client preferences and proposed building outcomes are represented in line with designer's instructions using ***building design software***.
		1.3.	Clients are consulted independently according to designer's instructions, as required.
		1.4.	Records of written and verbal correspondence with clients are checked for accuracy, kept up-to-date, filed and stored for access by designer or architect in compliance with relevant legislation and standards.
2.	Assist designer with project tasks.	2.1.	Concept plans are drafted under the supervision and instruction of the designer and according to client brief.
		2.2.	Research into materials, mechanical systems and construction methods is conducted and documented as required, to assist in developing appropriate and compliant building design solutions.
		2.3.	Accurate drawings are completed in line with ***compliance requirements*** to reflect client specifications and any requested variations.
		2.4.	Project cost estimates and material quantities are identified and calculated with reference to plans and drawings as required.
3.	Liaise with others to support the project.	3.1.	Consultation meetings with building design project contractors are attended and detailed notes are taken to support the designer.
		3.2.	Relevant authorities are consulted and information is obtained to support the timely completion and compliance of the project.
		3.3.	Technical experts are consulted for specialist advice, and information is noted and provided to the designer to assist in design development.
		3.4.	Sales representatives and manufacturers are consulted regarding products, specifications and costings, and information is collated and filed according to workplace

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procedures.

Foundation Skills

This section describes core skills that are essential to performance and not explicit in the performance criteria. Employment skills essential to performance are explicit in the performance criteria of this unit of competency.

Skill	Performance feature
Learning skills to:	• independently access a range of information sources to assist in providing accurate and relevant support to the building designer • interpret research information relating to materials and products.
Numeracy skills to:	• interpret and apply numerical information from technical documentation • estimate project costs and material quantities.
Oral communication skills to:	• ask technical questions concerning materials, systems and construction methods • consult with manufacturers and make enquiries that assist with providing support to the building designer.
Reading skills to:	• use different reading strategies to identify relevant information located through research into materials and systems.
Writing skills to:	• make legible notes of discussions with colleagues and external specialists in a range of agreed formats • use specialised vocabulary relating to building design projects.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Notes must cover:	• agreed actions • variations to drawings.
Building design software must include:	• current industry-standard building information modelling (BIM)-capable software.
Compliance requirements must include:	• current Australian standards applicable to the building design • federal, state or territory, and local authority legislation and

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regulations applicable to the building design
- National Construction Code.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPBDN4012 Provide support to project building designers

Modification History

Release 1. New unit.

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

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria and foundation skills of this unit, and must be able to provide evidence of the ability to provide support to the architect or building designer for the following three different building projects, as defined in the Building Code of Australia (BCA). At least one of the building design projects must include a Class 10 component:

- one Class 1 building
- one Class 2 building
- one building selected from Classes 3 to 9.

At least one of the above building projects must be two storeys and one building project must be three storeys or more.

For each of the building projects, the person must provide evidence of:

- using industry-approved software to vary drawings and specifications during client consultations as support to the designer
- maintaining accurate and up-to-date client communications in an agreed format
- consulting with a range of technical experts to gather data and reports for the designer to assist in building design decisions
- liaising with sales representatives and manufacturers to gather relevant product information and costings
- documenting and storing accurate notes from meetings between the architect or building designer, clients, construction contractors and other relevant personnel.

Knowledge Evidence

A person demonstrating competency in this unit must be able to demonstrate knowledge of the following, as they relate to the three classes and types of building projects specified in the performance evidence:

- building construction techniques and processes
- building materials and their application in the different building projects specified in the performance evidence

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- compliance requirements and regulatory limitations relating to building design projects, including:
  - Australian standards
  - National Construction Code
  - state building codes
- design terminology used by architects and building designers when liaising with clients and other personnel
- environmental and sustainability requirements, including:
  - energy efficiency
  - fire resistance, including resistance to bushfire attack
- structural principles relevant to the construction of buildings specified in the performance evidence
- techniques for reading plans and drawings including those from other disciplines, such as land surveys, hydraulics and fire engineering.

Assessment Conditions

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

Suitable assessment of performance requires:

- equipment:
  - computer with internet access and building information modelling (BIM)-capable building design software and business software currently used in drafting, architectural and building design practice
- relationships with team members and supervisor:
  - tasks may be completed as an individual and as a team member, under the direction of an architect, building designer or other relevant person
- relationship with client:
  - liaison with the client is limited and only as directed by the architect or building designer
- specifications – access to:
  - applicable codes and standards
  - design drawings and specifications.

Assessor requirements

As a minimum, assessors must satisfy SNR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPBDN4013 Produce construction detail drawings

Modification History

Release 1. New unit.

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

Application

This unit of competency specifies the outcomes required to produce construction detail drawings and specifications for all types of residential, commercial and industrial buildings as defined by the Building Code of Australia (BCA). Construction detail drawings will provide construction contractors with information required to select, cost and apply construction materials and methods according to the client's design brief and relevant development approvals.

It also covers the production of drawings where variations are required during the construction process.

The unit supports drafters who assist and work under the instruction and supervision of an architect or building designer to produce drawings relied upon throughout the various construction phases of a building development.

Licensing, legislative, regulatory or certification requirements apply to building design drafting in some states. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Drafting

Unit Sector

Building design

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Gather and interpret project information.	1.1. Current ***documentation*** and project information are reviewed to identify components of drawings requiring construction detail and scope of detail drawings required.
		1.2. Approved changes in building design requirements that have occurred since approval to build was received are identified and their impact on existing documentation is confirmed with architect or building designer.
		1.3. Client specifications for materials, systems and fixtures are determined and clarified throughout the detail drawing process.
		1.4. Research into relevant materials, systems and fixtures is undertaken and noted for application to construction detail drawings.
2.	Prepare for production of construction detail drawings.	2.1. Digital files are set up and prepared according to workplace procedures.
		2.2. Amendments to original working drawings are made where required, to reflect agreed changes to the building project.
		2.3. Design methodology for areas and ***elements of the building*** to be drawn in detail are confirmed in consultation with architect or building designer.
		2.4. Specific requirements for construction detail drawings are confirmed based on marked-up drawings received from architect or building designer.
3.	Create initial construction views and details.	3.1. Existing library of objects is reviewed and relevant objects are imported and manipulated where appropriate for the production of construction detail drawings.
		3.2. Views of building elements are created according to requirements for the production of construction detail drawings.
		3.3. Callouts are used or created as necessary to show required detail in plans.

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		3.4.	Initial detail construction drawings and specifications are produced and submitted to the architect or building designer for feedback.
4.	Modify and update detail drawings.	4.1.	Modifications to construction detail drawings are undertaken in response to architect or building designer feedback and instructions.
		4.2.	Final construction detail drawings are provided to client and construction practitioners as directed and in an approved format.
		4.3.	Approved variations to drawings received during construction are actioned and revised drawings are submitted to architect or building designer for sign-off.
5.	Finalise construction detail drawing.	5.1.	Design personnel are consulted to ensure iterations of the construction detail drawings adhere to project design brief.
		5.2.	Builder and other construction personnel are consulted where necessary to confirm construction methodologies and to inform finalisation of construction detail drawings.
		5.3.	External consultant's documentation and expertise are sought as directed to ensure accuracy of drawings.
		5.4.	Relevant approval authorities are consulted as required to undertake final cross-checking and confirmation of approval conditions and to resolve unforeseen conflicts.

Foundation Skills

This section describes core skills that are essential to performance and not explicit in the performance criteria. Employment skills essential to performance are explicit in the performance criteria of this unit of competency.

Skill	Performance feature
Learning skills to:	• assess nature and scope of construction detail drawings required across a range of different building types • independently access a range of information and resources to support the production of construction detail drawings required.

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Numeracy skills to:	• interpret and convert ratios and scales on drawings • use and apply knowledge about space and shape when drawing accurate two-dimensional (2-D) and three-dimensional (3-D) scale plans and construction detail drawings.
Oral communication skills to:	• liaise with external consultants regarding interpretation of specialist documentation and plans • discuss required modifications to drawings with architect or building designer using construction and design terminology.
Reading skills to:	• interpret margin notes on plans, drawings and simple diagrams.
Writing skills to:	• represent technical information in notations using language suitable for clients with no technical knowledge.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Documentation must include:	• building plans and permits, including:
	  • approval conditions
	  • comments and notations on drawings
	  • services related approvals
	• 2-D and 3-D digital design drawings and models.

Elements of the building must include one or more of:	• architraves • balustrades • box gutters • ceiling finishes • connections between floor and wall and wall and ceiling • doors, including trims • flashings • kitchen or bathroom interior, including wall finishes, fixtures, fittings • parapets • roof details, including fascias • skirting boards • stair construction details • timber reveals • vermin proofing

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- wall design
- windows, including trims and rebates.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPBDN4013 Produce construction detail drawings

Modification History

Release 1. New unit.

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

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria and foundation skills of this unit, and must be able to provide evidence of the ability to produce construction detail drawings under the supervision and instruction of an architect or building designer for the following three building design projects, as defined in the Building Code of Australia (BCA). At least one of the building design projects must include a Class 10 component:

- one Class 1 building
- one Class 2 building
- one building selected from Classes 3 to 9.

At least one of the above building projects must be two storeys and one must be three storeys or more.

For each of the building design projects, the person must provide evidence of:

- producing three construction detail drawings in 1:20 or 1:10 scale for elements of the building required by the building design project as listed in the range of conditions
- applying drawing conventions according to:
  - AS1100.101 Technical drawing - General principles
  - AS1100.301 Technical drawing - Architectural drawing
  - current industry best practice
- making at least one modification to the construction detail drawings in response to feedback received from client, architect or building designer or other relevant specialist consultant.

Knowledge Evidence

A person demonstrating competency in this unit must be able to demonstrate knowledge of the following, as they relate to the three classes and types of building projects specified in the performance evidence:

- construction terminology required to discuss construction detail drawings with colleagues, architect or building designer and specialist external consultants

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- current industry drawing standards and conventions appropriate to the production of construction detail drawings, including:
  - appropriate use of dimensions, scale, layout, white space and notations on drawings to ensure ease of interpretation by client and others
  - current Australian standards relating to drawings
  - functions of building information modelling (BIM)-capable building design software used for producing construction detail drawings
  - line styles and conventions used in technical and detail drawings for construction purposes
  - principles of architectural conventions used in detail drawings
  - types of drawings, documentation and models required for client consultations regarding construction detail drawings
- methods of construction, including the sequencing of construction work and potential challenges experienced onsite during construction
- principles and qualities of construction materials used in the range of building classes and types.

Assessment Conditions

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

Suitable assessment of performance requires:

- equipment:
  - computer with internet access, BIM-capable building design software and business software currently used in drafting, architectural and building design practices
  - telephone
- materials – access to:
  - building design plans and drawings for building design plans and drawings for building projects specified in the performance evidence
  - legislation, regulations, codes, standards and other relevant compliance documentation relating to each building design project specified in the performance evidence
  - reports from technical experts
  - working drawings and plans
- specifications – access to:
  - technical drawings and plans
  - client design brief
- relationships with team members and supervisor:
  - tasks may be completed individually but may rely on information sourced from team members and supervisor as relevant to the task.

Assessor requirements

As a minimum, assessors must satisfy SNR/AQTF assessor requirements.

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPBDN5007A Inspect and analyse sites and produce measured drawings for small-scale building design projects

Modification History

New unit

Unit Descriptor

This unit of competency specifies the outcomes required to inspect sites for commercial, industrial and residential building design projects covered by the Building Code of Australia (BCA), except construction Type A buildings. Site inspections are conducted to determine contours and measurements; existing conditions, structures, features and services; and neighbourhood characteristics.

The unit also covers analysing sites; determining orientation and layout of building, access and egress points, and existing utilities and services infrastructure; and producing measured drawings.

Application of the Unit

This unit of competency supports building designers who gather and correlate field data from small-scale building design project sites and produce accurate measured drawings.

Licensing/Regulatory Information

Work in this area must be completed according to relevant legislative, industry and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Different states and territories may have regulatory mechanisms that apply to this unit. Users are advised to check for regulatory limitations.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

1	Inspect sites for small-scale building design projects	1.1	Site inspection tasks for ***small-scale building design projects*** are planned with reference to relevant ***site information*** and ***workplace procedures***.
		1.2	Site is inspected, sketched and where required photographed, and ***existing characteristics*** are noted according to workplace procedures.
		1.3	***Features of surrounding area*** that may affect design options are investigated and noted according to workplace procedures.
2	Measure and record site dimensions	2.1	Linear site dimensions are measured **o**r calculated, and recorded according to workplace procedures.
		2.2	Levelling devices are set up and adjusted according to manufacturer instructions and workplace procedures.
		2.3	Horizontal and vertical angles are determined and recorded.
3	Plot contours and cut and fill areas	3.1	Contour lines are interpolated from spot level values and plotted on site plan.
		3.2	Cut and fill areas are measured or calculated and plotted in plan and section drawings.
4	Analyse site and produce measured drawings	4.1	Field data is correlated and applied to production of measured drawings according to workplace procedures.
		4.2	Orientation and layout of ***key design elements*** are

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determined, in consultation with technical experts as required, and added to measured drawings.

4.3 Measured drawings and relevant site analysis documentation are finalised within project timelines and processed according to workplace procedures.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- administration and management skills to:
  - manage documents
  - manage time, including planning and prioritising work
- analytical and problem-solving skills to:
  - apply design principles and theories within regulatory requirements
  - correlate site information from different sources
  - respond to the challenges of irregularly shaped sites
- language, literacy and numeracy skills to:
  - calculate measurements
  - communicate with clients and colleagues
  - interpret complex documents, including:
    - client briefs
    - compliance requirements
    - land titles
    - reports
    - site plans
- technical skills to:
  - apply on-site OHS procedures
  - apply drawing skills, including:
    - drawing to scale
    - field sketching
    - producing measured drawings based on field data
  - take accurate measurements using basic surveying equipment, including:
    - chains and tapes
    - global positioning systems (GPS)
    - automatic, dumpy and tilting levels

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    - theodolites
- technology skills to use information technology and relevant software

Required knowledge

- architectural styles and terminology
- construction materials and methods to accurately assess materials and methods used in existing on-site and neighbouring buildings
- contextual and site constraints
- design development processes and uses of on-site measured drawings in these processes
- key features of building life cycles to accurately assess potential for re-use of existing buildings
- legislation, codes and standards relevant to small-scale building design projects, including:
    - drawing standards
    - OHS
- organisational scope of business, service levels and fees
- principles of building design, including sustainable design
- safe operating procedures for basic levelling and surveying equipment

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	A person should demonstrate the ability to: • safely and thoroughly inspect at least three sites for small-scale building design projects, each site having significantly different features and characteristics • observe and document relevant features and characteristics of sites and neighbouring areas • accurately measure or calculate relevant angles, contours and dimensions • produce sets of accurate and scaled measured site drawings.
Context of and specific resources for assessment	Assessment of this unit: • must be in the context of the work environment • may be conducted in an off-site context, provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills,

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	contingency management skills and job role environment skills
	• must meet relevant compliance requirements.
	Resource implications for assessment include:
	• access to:
	  • suitable assessment venue and equipment
	  • suitable simulated or real opportunities and resources to demonstrate competence
	• assessment instruments.

Method of assessment	Assessment for this unit must verify the practical application of the required skills and knowledge, using one or more of the following methods: • written and/or oral assessment of the candidates required knowledge for the unit • observed, documented and/or firsthand testimonial evidence of the candidates • implementation of appropriate procedures and techniques for the safe, effective and efficient achievement of the required outcomes • identification of the relevant information and scope of the work required to meet the required outcomes • identification of viable options and the selection of options that best meet the required outcomes • consistently achieving the required outcomes.
Guidance information for assessment	This unit could be assessed on its own or in combination with other units relevant to the job function. Where applicable, physical resources should include equipment modified for people with disabilities. Access must be provided to appropriate learning and/or assessment support when required. Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present

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with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Small-scale building design projects:	• include buildings covered by the BCA, except construction Type A buildings
	• may be residential projects, such as:
	  • additions and renovations
	  • heritage restoration
	  • new buildings
	• may be commercial or industrial projects, such as:
	  • factories
	  • motels
	  • offices
	  • restaurants
	  • retail and service outlets
	  • warehouses.

Site information may include:	• compliance requirements
	• environmental reports, including:
	  • climate
	  • flora and fauna
	  • soil
	  • water catchment
	• maps
	• overlays
	• service and utility layouts
	• site plans
	• titles.

Workplace procedures may include:	• access arrangements • drawing production systems and procedures • equipment operation and maintenance procedures • hazard and risk assessment and control • OHS requirements • project management procedures.

Existing characteristics of a site may include:	• access
	• boundaries
	• buildings, including:
	  • materials and methods
	  • structural integrity
	• contours
	• easements
	• features

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	• fences
	• flora, especially significant trees
	• relationship to adjoining properties
	• services, including power, telecommunications and water supply
	• structures
	• views
	• water and drainage, including:
	  • absorption and transpiration areas
	  • ground water
	  • rainwater tanks
	  • roof water
	  • sewerage treatment plant
	  • stormwater.

Features of surrounding area may include:	• architectural styles of buildings and structures
	• dimensions, locations and uses of adjacent buildings and structures, including:
	  • aesthetics
	  • noise produced
	  • shade cast on site
	  • traffic
	• landscaping, including significant trees
	• street features and furniture, such as poles and cables.

Key design elements may include:	• access and egress points • buildings • existing utilities and services infrastructure.

Unit Sector(s)

Building design

Custom Content Section

Not applicable.

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CPPBDN5017A Produce 2-D drawings for building design projects using CAD software

Modification History

Release 2 - minor editorial correction removal of duplicate *Element 7 Import files*

This version first released with CPP07 Property Services Training Package Version 14.

Unit Descriptor

This unit of competency specifies the outcomes required to produce two-dimensional (2-D) drawings for residential, commercial and industrial building design projects using computer-aided design (CAD) software.

Work in this area must be completed according to relevant legislative, industry and organisational requirements, including work health and safety (WHS) policies and procedures.

Application of the Unit

This unit of competency supports the needs of industry personnel responsible for preparing 2-D building design drawings from instructions, sketches, drawings and plans for residential, commercial and industrial building design projects. The drawings produced and notations included should conform to Australian standards and drawing protocols.

Licensing/Regulatory Information

Different States and Territories may have regulatory mechanisms that apply to this unit. Users are advised to consult with the relevant regulatory authorities.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a	Performance criteria describe the performance needed to demonstrate achievement of the element. Where ***bold italicised***

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unit of competency.	text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

1	Create drawing template files.	1.1	Basic drawing environment is set up according to organisational standards and industry protocols.
		1.2	Layering strategy is created as needed to meet standard drawing requirements.
		1.3	Architectural library is created to meet standard drawing requirements.
		1.4	Text and dimension styles are created to meet standard drawing requirements.
		1.5	Line types of different thicknesses are created to meet standard drawing requirements.
		1.6	Hatch patterns and types are created to meet standard drawing requirements.
		1.7	Title blocks are set up for different drawing sizes.
		1.8	Reference schedules are set up according to workplace and statutory requirements.
2	Create 2-D drawings.	2.1	***Drawing requirements*** are identified and confirmed with relevant project personnel.
		2.2	2-D CAD software programs and functions are used to produce different types of 2-D drawings using appropriate layers if required.
		2.3	Notations, compliant with Australian standards and drawing protocols, are added to drawings as required.
		2.4	Dimensions are added to drawings as required, and scales are applied according to Australian standards and ***drawing protocols***.

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3	Import files.	3.1	Digital text and drawing files from other software applications are imported into 2-D CAD drawings.
		3.2	External 2-D drawing files are inserted into 2-D CAD drawings.
		3.3	Hard copy documents are scanned and saved as correct file types to import into 2-D CAD drawings.
4	Edit drawing components.	4.1	Elements that are not required are deleted or purged from drawings.
		4.2	Editing commands are used to modify drawing elements and text.
5	Print CAD drawings.	5.1	Page layout for the drawing file is set to suit printing requirements.
		5.2	Print parameters for the printer are set.
		5.3	Drawings are printed on the correct media.
6	Save and back up files.	6.1	Suitable file directories are created for the drawing project.
		6.2	Drawing files are saved for later retrieval and backed up to specified drives or directories according to workplace procedures.
7	Export files.	7.1	Drawing files are created and sent to external personnel for use in different software applications.
		7.2	PDF files are created for relevant personnel to view completed drawings without using CAD software packages.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

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Required skills

- communication skills to:
  - enable clear and direct communication, using questioning to identify and confirm requirements, share information, listen and understand
  - seek clarification
- creative design, drawing and drafting skills, including:
  - identifying and applying characteristics, decorative styles and text styles
  - using:
    - drafting technologies
    - drafting equipment
- numeracy skills to apply measurements and make calculations relating to scales and ratios in drawings
- planning and organising skills to ensure coordinated development of drawings
- reading skills to read and interpret:
  - plans, drawings, specifications and design briefs
  - documentation from a variety of sources
- technology skills to use information technology and 2-D CAD software
- writing skills to add notations to drawings

Required knowledge

- architectural styles and terminology
- building materials used in building design projects, and their representation in drawings
- drafting and drawing protocols
- construction technology relating to building design projects
- functions and operation of 2-D CAD software programs
- general WHS principles and responsibilities relating to the production of 2-D CAD drawings
- hard copy and digital file management procedures
- relevant industry standards and codes of practice relating to the production of 2-D CAD drawings
- structural systems used in building design projects
- types and uses of architectural drawings

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

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Overview of assessment	This unit of competency could be assessed in the workplace or a close simulation of the workplace environment providing that simulated or project-based assessment techniques replicate workplace conditions, materials, activities, responsibilities and procedures. It may be assessed on its own or as part of an integrated assessment activity involving preparation of CAD drawings, including construction detailing and material identification, for a range of typical National Construction Code (NCC) structures.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	A person who demonstrates competency in this unit should provide evidence of the ability to:
	• use two different types of 2-D CAD software according to manufacturer specifications and organisational standards to produce at least five different types of 2-D building design drawings selected from the following:
	  • bracing plans
	  • electrical power and lighting plans
	  • floor framing plans
	  • floor plans
	  • house drainage plans (sewerage)
	  • lot plans
	  • roof drainage plans
	  • roof framing plans
	  • site plans
	  • slab or footing layout plans
	  • stormwater layout plans.
	
	A person should also provide evidence of:
	• identifying and applying drawing protocols
	• identifying and applying styles, characteristics, technologies and decorative styles
	• sound understanding of the structural function of building elements
	• importing and exporting information.

Context of and specific resources for assessment	Assessment of this unit: • must be in the context of the work environment • may be conducted in an off-site context, provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills • must meet relevant compliance requirements.

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	Resource implications for assessment include access to: • suitable assessment venue and equipment, including computers with 2-D CAD software, printers, and building codes and standards • suitable simulated or real opportunities and resources to demonstrate competence.
Method of assessment	Assessment for this unit must verify the practical application of the required skills and knowledge, using one or more of the following methods: • written and/or oral assessment of the candidates required knowledge for the unit • observed, documented and/or firsthand testimonial evidence of the candidates • implementation of appropriate procedures and techniques for the safe, effective and efficient achievement of the required outcomes • identification of the relevant information and scope of the work required to meet the required outcomes • identification of viable options and the selection of options that best meet the required outcomes • consistently achieving the required outcomes.
Guidance information for assessment	This unit could be assessed on its own or in combination with other units relevant to the job function. Where applicable, physical resources should include equipment modified for people with disabilities. Access must be provided to appropriate learning and/or assessment support when required. Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Drawing requirements
- details:

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include:

- area analysis
- construction notes
- general notes
- location of neighbouring buildings
- services plans
- structural information

- types of drawings, such as:
  - isometric drawings
  - plans:
    - bracing plans
    - electrical power and lighting plans
    - floor framing plans
    - floor plans
    - house drainage plans (sewerage)
    - lot plans
    - roof drainage plans
    - roof framing plans
    - site plans
    - slab or footing layout plans
    - stormwater layout plans
  - perspective drawings
  - elevations or projections
  - sections
  - structural detail.

Drawing protocols include:

- abbreviations
- commonly used symbols
- dimensioning
- drawing titles
- hatched regions
- legends
- lettering standards
- line types
- numbering
- paper size
- scale
- schedules
- standard units of measurement.

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Unit Sector(s)

Building design

Custom Content Section

Not applicable.

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CPPCCL2008 Clean carpeted floors

Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Application

This unit specifies the outcomes to clean carpeted floors in a range of workplace contexts.

The unit applies to cleaning personnel who perform cleaning tasks on carpeted floors. It includes the ability to assess the cleaning task, understand client requirements and follow workplace safety procedures.

It applies to individuals who perform their duties alone or in a team environment, under routine supervision and without supervisory responsibilities.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Unit Sector

Cleaning Operations

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA

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Elements describe the essential outcomes		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1.	Identify job requirements.	1.1	Review work order and work area to identify carpeted floor cleaning requirements.
		1.2	Identify carpeted floor surface and soil type on surface.
		1.3	Identify equipment and chemicals required.
		1.4	Assess workplace hazards and work restrictions affecting completion of work order.
		1.5	Communicate and clarify issues with supervisor, team member or client.
		1.6	Refer to Safety Data Sheets (SDS) and follow safe work methods.
		1.7	Position safety signage and barriers to control hazards.
2.	Clean carpet	2.1	Select, check, and use personal protective equipment (PPE).
		2.2	Safely move, cover, or protect furniture and fittings that impede cleaning operation.
		2.3	Select cleaning technique.
		2.4	Select carpeted floor cleaning equipment and check for correct operation and safe use.
		2.5	Calculate and prepare chemicals following manufacturers' instructions and job requirements.
		2.6	Patch test carpeted floor for colour fastness.
		2.7	Clean carpeted floor surface in accordance with workplace procedures and hygiene standards.
3.	Tidy work site.	3.1	Tidy work area and dispose of collected soil and waste in accordance with workplace procedures.
		3.2	Remove protective covers from furniture and fittings.
		3.3	Safely replace furniture and fittings.
4.	Complete cleaning task.	4.1	Safely clean equipment and PPE, as required by workplace standards.
		4.2	Check equipment for damage and wear before storing.
		4.3	Safely store equipment, chemicals, and PPE to allow ready-to-use access.
		4.4	Report malfunctions, faults, wear or damage to cleaning

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			equipment and environs to supervisor.
		4.5	Complete workplace cleaning schedule.

Foundation Skills

This section describes language, literacy, numeracy and employment skills that are essential to the performance in this unit, but not explicit in the performance criteria.

Skill	Performance Feature
Reading skills to:	▸ Interpret work orders and workplace safety procedures ▸ Interpret Safety Data Sheets (SDS) ▸ Interpret equipment manuals and chemical labels
Oral communication skills to:	▸ Communicate effectively with supervisors and team members. ▸ Ask questions and clarify any queries when necessary ▸ Report any problems to supervisor
Learning skills to:	▸ Locate information in workplace documents, manuals, and labels
Numeracy skills to:	▸ Calculate and measure quantities of chemicals
Writing skills to:	▸ Complete workplace reports

Range of Conditions

Not Applicable

Unit Mapping Information

No equivalent unit.

Links

Companion Volumes to this Training Package are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCCL2008 Clean carpeted floors

Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Performance Evidence

A person must demonstrate the ability to:

- select and use carpet cleaning equipment and cleaning agents; and
- clean, using a different technique in each instance, four different types of carpeted floor surfaces, including at least:
  - one carpeted floor with dry soiling; and
  - one carpeted floor with wet soiling.

Performance must include:

- selecting, using, and maintaining personal protective equipment (PPE);
- manual handling techniques;
- communicating effectively with supervisor, team members or clients;
- understanding, clarifying, and following supervisor or client instructions;
- safely using cleaning equipment and preparing and using cleaning agents;
- disposing of collected soil and waste; and
- using efficient carpet cleaning methods.

Knowledge Evidence

A person demonstrating competency in this unit must identify:

- the main types of carpeted flooring and their characteristics including natural, synthetic, looped, tufted, and modular tiled carpeting
- the main types of wet and dry soiling and effects on carpeted surfaces including dust, dirt, food, beverages, liquids, and oil
- carpet cleaning techniques and equipment including:
  - vacuuming, steam cleaning and manual stain removal
  - industry standard equipment for cleaning wet and dry carpeted floors, including wet and dry vacuum cleaners and steam cleaners

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    - cleaning agents; cleaning solutions for carpets, including carpet shampoo and stain removal cleaning agents
- workplace requirements for undertaking all aspects of cleaning carpeted floors including:
    - key workplace health and safety, hygiene and environmental regulations
    - use of safety data sheets (SDS) and selection, care and use of PPE
    - safe handling and usage of cleaning equipment and cleaning agents
    - safe usage of carpet stain removal cleaning agents
    - manual handling techniques for moving furniture and fittings and installing covers
- methods for communicating and clarifying work requirements with supervisors and clients; verbally, in person or via phone, via electronic medium such as text and email, electronic or written reports
- workplace procedures for:
    - health and safety, hygiene and environmental care
    - communicating and clarifying work requirements with supervisor, team members or client
    - notifying supervisor, team members or client of work completion; verbal communication in person or by phone, written communication including hard copy cleaning schedules, text or electronic form
    - use and care of equipment; including checking electrical safety tags to ensure safe use of equipment
    - tidying work areas, disposing of soil and waste, cleaning equipment and PPE, and storing equipment and chemicals
    - reporting incidents; accidents and injury, damage to or breakages in the cleaning area or cleaning equipment, theft and threats to personal security
    -

Assessment Conditions

As a minimum, assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Assessment of performance must be undertaken in the workplace and/or under realistic workplace conditions which reflect:

- the use of industry standard equipment such as, residential and industrial wet and dry vacuums, steam cleaners, cloths and cleaning agents.
- performing tasks/activities to the level of proficiency and within timelines that would be expected in a workplace.

Assessors are responsible for ensuring that candidates have access to:

- appropriate documents, materials, tools, equipment, and personal protective equipment currently used in industry;
- legislation and regulations; and
- workplace policies and procedures.

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Links

An Implementation Guide to this Training Package is available at the VETNet website at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCCL2009 Perform basic stain removal from carpets

Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Application

This unit of competency specifies the outcomes required to identify and remove stains from carpets using basic stain removal techniques in a range of workplace contexts.

The unit applies to cleaning personnel who perform basic stain removal tasks. It includes the ability to assess the cleaning task, understand client requirements and follow workplace safety procedures.

It applies to individuals who perform their duties alone or in a team environment, under routine supervision and without supervisory responsibilities.

No licensing, legislative or certification requirements apply to this Unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Unit Sector

Cleaning Operations

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA

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Elements Describe the essential outcomes		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1.	Identify job requirements.	1.1	Review work order and work area to identify carpet cleaning requirements.
		1.2	Identify type of carpet and type of stain.
		1.3	Identify equipment and chemicals required.
		1.4	Assess workplace hazards and work restrictions affecting completion of work order.
		1.5	Communicate and clarify issues with supervisor, team member or client.
		1.6	Refer to Safety Data Sheets (SDS) and follow safe work methods.
		1.7	Position safety signage and barriers to control hazards.
2.	Remove Stain from carpet.	2.1	Select, check and use personal protective equipment (PPE).
		2.2	Select stain removal technique and equipment.
		2.3	Safely move, cover, or protect, furniture and fittings that impede cleaning operation.
		2.4	Calculate and prepare chemicals following manufacturers' instructions and job requirements.
		2.5	Patch test carpeted surface for colour fastness.
		2.6	Treat carpet to remove stain in accordance with workplace procedures and hygiene standards.
		2.7	Compare treated area with surrounding surface to determine need for further action.
3.	Tidy work site.	3.1	Tidy work area and dispose of collected soil and waste in accordance with environmental requirements.
		3.2	Remove protective covers from furniture and fittings.
		3.3	Safely replace furniture and fittings.
4.	Complete carpet stain	4.1	Safely clean equipment and PPE as required by

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	removal task.		workplace standards.
		4.2	Clean equipment and check for damage and wear before storing.
		4.3	Safely store equipment, chemicals, and PPE to allow ready-to-use access.
		4.4	Report malfunctions, faults, wear or damage to cleaning equipment and environs to supervisor.
		4.5	Complete workplace cleaning schedule.

Foundation Skills

This section describes language, literacy, numeracy and employment skills that are essential to the performance in this unit, but not explicit in the performance criteria.

Skill	Performance Feature
Reading skills to:	▸ Interpret work orders and workplace safety procedures ▸ Interpret Safety Data Sheets (SDS) ▸ Interpret equipment manuals and chemical labels
Oral communication skills to:	▸ Communicate effectively with supervisors and team members. ▸ Ask questions and clarify any queries when necessary ▸ Report any problems to supervisor
Learning skills to:	▸ Locate information in workplace documents, manuals, and labels
Numeracy skills to:	▸ Calculate and measure quantities of chemicals
Writing skills to:	▸ Complete workplace reports

Range of Conditions

Not Applicable

Unit Mapping Information

No equivalent unit.

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Links

An Implementation Guide to this Training Package is available at the VETNet website at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCCL2009 Perform basic stain removal from carpets

Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Performance Evidence

A person must demonstrate the ability to:

- select and use stain removal equipment and cleaning agents; and
- remove, using a different technique in each instance, four different types of carpet stains, including at least:
  - one dry soil carpet stain; and
  - one wet soil carpet stain.

Performance must include:

- using efficient carpet stain removal methods.
- selecting, using, and maintaining personal protective equipment (PPE);
- manual handling techniques;
- communicating effectively with supervisor or clients;
- safely using carpet stain removal cleaning equipment and preparing and using cleaning agents; and
- disposing of collected soil and waste.

Knowledge Evidence

A person demonstrating competency in this unit must identify:

- the main types of carpet and their characteristics, including natural, synthetic, looped, tufted, and modular tiled carpet
- different types of carpet stains; including staining from coffee, tea, juice, food, blood and ink
- stain removal and carpet cleaning techniques and equipment including;
  - basic stain removal techniques; including manual stain removal, pre-spotting, pre-spraying, vacuuming and steam cleaning
  - industry standard equipment for cleaning wet and dry carpeted floors, including; cloths, sponges and pads, wet and dry vacuum cleaners and steam cleaners

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  - cleaning agents; cleaning solutions for carpets, including carpet shampoo and stain removal agents
  - manufacturers' instructions for mixing and using cleaning chemicals and stain removers
- workplace rules, regulations, and requirements for undertaking all aspects of cleaning carpeted floors including;
  - key workplace health and safety, hygiene and environmental regulations
  - use of safety data sheets (SDS) and selection, care and use of PPE
  - safe handling and usage of cleaning equipment and cleaning agents
  - safe usage of carpet stain removal cleaning agents
  - manual handling and moving of furniture and fittings
- methods for communicating and clarifying work requirements with supervisors and clients; verbally, in person or via phone, via electronic medium such as text and email and electronic or written reports.
- workplace procedures for;
  - health and safety, hygiene and environmental care
  - communicating and clarifying work requirements with supervisor, team members or client
  - notifying supervisor, team members or client of work completion; verbal communication in person or by phone, written communication including hard copy cleaning schedules, text, or electronic form
  - use and care of equipment, including pre-start inspection checks of electrical safety tags to ensure safe use of equipment
  - tidying work areas, disposing of soil and waste, cleaning equipment and PPE, and storing equipment and chemicals
  - reporting incidents; accidents and injury, damage to or breakages in the cleaning area or cleaning equipment, theft, and threats to personal security.

Assessment Conditions

As a minimum, assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Assessment of performance must be undertaken in the workplace and/or under realistic workplace conditions which reflect:

- the use of industry-standard equipment such as, residential and industrial wet and dry vacuums, steam cleaners, stain removal products, carpet cleaning agents, cloths, pads and sponges.
- performing tasks/activities to the level of proficiency and within timelines that would be expected in a workplace; and
- following standard and authorised work practices, safety requirements and environmental constraints.

Assessors are responsible for ensuring that candidates have access to:

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- appropriate documents, materials, tools equipment and personal protective equipment currently used in industry;
- legislation and regulations; and
- workplace policies and procedures.

Links

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CPPCLO2002 Clean hard floor surfaces

Modification History

Release	Comments
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Application

This unit specifies the outcomes required to clean hard floor surfaces in a range of workplace contexts.

The unit applies to cleaning personnel who perform hard floor surface cleaning tasks. It includes the ability to assess the cleaning task, understand client requirements and follow workplace safety procedures.

It applies to individuals who perform their duties alone or in a team environment, under routine supervision and without supervisory responsibilities.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Unit Sector

Cleaning Operations

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
Elements describe the	Performance criteria describe the performance needed to

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essential outcomes.		demonstrate achievement of the element.	
1.	Identify job requirements.	1.1	Review work order and work area to identify hard floor surfaces cleaning requirements.
		1.2	Identify hard floor surface and soil types on the surface.
		1.3	Identify equipment and chemicals required.
		1.4	Assess workplace hazards and work restrictions affecting completion of work order.
		1.5	Communicate and clarify issues with supervisor, team member or client.
		1.6	Refer to Safety Data Sheets (SDS) and follow safe work methods.
		1.7	Position safety signage and barriers to control hazards.
2.	Clean hard floor surface.	2.1	Select, check and use personal protective equipment (PPE).
		2.2	Safely move, cover, or protect furniture and fittings that impede cleaning operation.
		2.3	Select cleaning technique and identify related chemicals and equipment.
		2.4	Select hard floor cleaning equipment and check for correct operation and safe use.
		2.5	Calculate and prepare chemicals following manufacturers' instructions and job requirements.
		2.6	Clean floor in accordance with workplace procedures and hygiene standards.
3.	Tidy work site.	3.1	Tidy work area and dispose of collected soil and waste in accordance with environmental requirements.
		3.2	Remove protective covers from furniture and fittings.
		3.3	Safely replace furniture and fittings.

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4.	Complete cleaning task.	4.1	Safely clean equipment and PPE, as required by workplace standards.
		4.2	Clean equipment and check for damage and wear before storing.
		4.3	Safely store equipment, chemicals, and PPE to allow ready-to-use access.
		4.4	Report malfunctions, faults, wear or damage to cleaning equipment and environs to supervisor.
		4.5	Complete workplace cleaning schedule.

Foundation Skills

This section describes language, literacy, numeracy and employment skills that are essential to the performance in this unit, but not explicit in the performance criteria.

Skill	Performance Feature
Reading skills to:	▸ Interpret work orders and workplace safety procedures ▸ Interpret Safety Data Sheets (SDS) ▸ Interpret equipment manuals and chemical labels
Oral communication skills to:	▸ Communicate effectively with supervisors and team members. ▸ Ask questions and clarify any queries when necessary ▸ Report any problems to supervisor
Learning skills to:	▸ Locate information in workplace documents, manuals, and labels
Numeracy skills to:	▸ Calculate and measure quantities of chemicals
Writing skills to:	▸ Complete workplace reports

Range of Conditions

Not Applicable

Unit Mapping Information

No equivalent unit.

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Links

An Implementation Guide to this Training Package is available at the VETNet website at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO2002 Clean hard floor surfaces

Modification History

Release	Comments
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Performance Evidence

A person must demonstrate the ability to:

- select and use hard floor cleaning equipment and cleaning agents; and
- clean, using a different technique in each instance, four different types of hard floors surfaces, including at least:
  - one hard floor surface with dry soiling; and
  - one hard floor surface with wet soiling.

Performance must include:

- selecting, using, and maintaining personal protective equipment (PPE);
- manual handling techniques;
- communicating effectively with supervisor or clients;
- understanding, clarifying, and following supervisor or client instructions;
- safely using hard floor cleaning equipment and preparing and using cleaning agents;
- disposing of collected soil and waste; and
- using efficient cleaning methods.

Knowledge Evidence

A person demonstrating competency in this unit must identify:

- the main types of hard floor surfaces; including hardwood, wood tile, concrete, marble, ceramic tiling, laminate, and vinyl
- the main types of wet and dry soiling and effects on hard floor surfaces; including dust, heavy dirt build-up, food, beverages, liquids and oil
- cleaning techniques and industry standard equipment used to clean hard floor surfaces including;
  - scrubbing, mopping, sweeping, vacuum and pressure cleaning
  - mops, brushes, industrial scrubbers and sweepers, pressure washers, and vacuum cleaners

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    - cleaning agents; cleaning solutions for hard floor surfaces; including hard floor cleaning solutions, low environmental impact cleaning solutions, solvent cleaners, stain removal agents and
    - manufacturers' instructions for mixing and using cleaning chemicals and stain removers
- workplace requirements for undertaking all aspects of cleaning hard floor surfaces including:
    - key workplace health and safety, hygiene and environmental regulations
    - use of safety data sheet (SDS) and selection, care and use of PPE
    - safe handling of equipment
    - safe usage of cleaning agents
    - manual handling techniques for moving furniture and fittings
- methods for communicating and clarifying work requirements with supervisors and clients; verbally, in person or via phone, via electronic medium such as text and email, electronic or written reports
- workplace procedures for;
    - health and safety, hygiene and environmental care
    - communicating and clarifying work requirements with supervisor, team members or client
    - notifying supervisor, team members or client of work completion; verbal communication in person or by phone, written communication including hard copy cleaning schedules, text or electronic form
    - use and care of equipment; including checking electrical safety tags to ensure safe use of equipment
    - tidying work areas, disposing of soil and waste, cleaning equipment and PPE, and storing equipment and chemicals
    - reporting incidents; accidents and injury, damage to or breakages in the cleaning area or cleaning equipment, theft and threats to personal security

Assessment Conditions

As a minimum, assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Assessment of performance must be undertaken in the workplace and/or under realistic workplace conditions which reflect:

- the use of industry-standard equipment such as, residential and industrial scrubbers and sweepers, brooms, dry and wet mops, residential and industrial wet and dry vacuums, pressure hose, cloths, sponges and pressure washers.
- performing tasks/activities to the level of proficiency and within timelines that would be expected in a workplace; and
- following standard and authorised work practices, safety requirements and environmental constraints.

Assessors are responsible for ensuring that candidates have access to:

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- appropriate documents, materials, tools equipment and personal protective equipment currently used in industry;
- legislation and regulations; and
- workplace policies and procedures.

Links

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CPPCLO2005 Maintain glass surfaces

Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Application

This unit of competency specifies the outcomes required to maintain glass surfaces, including windows, in a range of workplace contexts.

The unit applies to individuals performing glass and window cleaning services, but may be applied to other custodial-cleaning roles. It includes the ability to assess the cleaning task, apply and follow workplace safety measures, and understand client requirements.

It applies to individuals who perform their duties alone or in a team environment, under routine supervision and without supervisory responsibilities.

Different states and territories may also have regulatory frameworks applicable to this unit or require a working at height licence. Users are advised to check for regulatory limitations.

Pre-requisite Unit

Nil

Competency Field

Unit Sector

Cleaning Operations

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
Elements describe the	Performance criteria describe the performance

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essential outcomes.		needed to demonstrate achievement of the element.	
1.	Identify job requirements.	1.1	Review work order and work area to identify glass surface cleaning requirements
		1.2	Identify glass surface and soil type on surface.
		1.3	Identify equipment and chemicals required.
		1.4	Assess workplace hazards and work restrictions affecting completion of work order.
		1.5	Communicate and clarify issues with supervisor, team member or client.
		1.6	Refer to Safety Data Sheets (SDS) and follow safe work methods.
		1.7	Position safety signage and barriers to control hazards.
2.	Maintain glass surface.	2.1	Select and use personal protective equipment (PPE).
		2.2	Safely remove window coverings and fittings to permit access and prevent damage.
		2.3	Select cleaning technique.
		2.4	Select glass cleaning equipment and inspect prior to use to ensure safety.
		2.5	Calculate and prepare chemicals following manufacturers' instructions and job requirements.
		2.6	Wipe glass surface and window edges to remove soil and waste in accordance with workplace hygiene standards.
3.	Tidy work site.	3.1	Tidy work area and dispose of collected soil and waste in accordance with environmental requirements.

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		3.2	Replace window coverings and fittings.
4.	Complete task.	4.1	Safely clean equipment and PPE, as required by workplace standards
		4.2	Check equipment for damage and wear before storing.
		4.3	Safely store equipment, chemicals, and PPE to allow ready-to-use access.
		4.4	Report malfunctions, faults, wear or damage to cleaning equipment and environs to supervisor.
		4.5	Complete workplace cleaning schedule.

Foundation Skills

This section describes language, literacy, numeracy and employment skills that are essential to the performance in this unit, but not explicit in the performance criteria.

Skill	**Performance Feature**
Reading skills to:	▸ Interpret work orders and workplace safety procedures ▸ Interpret Safety Data Sheets (SDS) ▸ Interpret equipment manuals and chemical labels
Oral communication skills to:	▸ Communicate effectively with supervisors and team members. ▸ Ask questions and clarify any queries when necessary ▸ Report any problems to supervisor
Learning skills to:	▸ Locate information in workplace documents, manuals, and labels
Numeracy skills to:	▸ Calculate quantities of chemicals
Writing skills to:	▸ Complete workplace reports

Range of Conditions

Not Applicable

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Unit Mapping Information

No equivalent unit.

Links

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Assessment Requirements for CPPCLO2005 Maintain glass surfaces

Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Performance Evidence

A person must demonstrate the ability to:

- select and use glass cleaning maintenance equipment and cleaning agents; and
- to clean, using a different technique in each instance:
  - one internal glass surface with dry soiling;
  - one internal glass surface with wet soiling;
  - one external glass surface with dry soiling; and
  - one external glass surface with wet soling.

Performance must include:

- selecting, using, and maintaining personal protective equipment (PPE);
- manual handling techniques;
- communicating effectively with supervisor or clients;
- understanding, clarifying, and following supervisor or client instructions;
- safely using glass surface cleaning equipment and preparing and using cleaning agents;
- disposing of collected soil and waste; and
- using efficient cleaning methods

Knowledge Evidence

A person demonstrating competency in this unit must identify:

- standard glass surfaces; including float glass, toughened, and non-toughened glass
- the main types of wet and dry soiling and effects on glass surfaces
- glass surface cleaning techniques and industry standard equipment including;
  - pre-spraying, scraping, spot cleaning, squeegeeing and wiping
  - buckets, chamois cloths, lamb's wool applicator, lint-free cloths, microfibre products, cobwebber, ladders, extension pole, glass scraper and hose
  - cleaning solutions for glass; glass cleaners, solvent cleaners and surfactants.
- workplace requirements for undertaking all aspects of maintain glass surfaces including:

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    - key workplace health and safety, hygiene and environmental regulations
    - use of safety data sheet (SDS) and selection, care and use of PPE
    - safe handling and usage of cleaning equipment and cleaning agents
- methods for communicating and clarifying work requirements with supervisors and clients; verbally, in person or via phone, via electronic medium such as text and email, electronic or written reports
- workplace procedures for:
    - health and safety, hygiene and environmental care
    - communicating and clarifying work requirements with supervisor, team members or client
    - notifying supervisor, team members or client of work completion; verbal communication in person or by phone, written communication including hard copy cleaning schedules, text or electronic form
    - use and care of equipment; including checking electrical safety tags to ensure safe use of equipment
    - tidying work areas, disposing of soil and waste, cleaning equipment and PPE, and storing equipment and chemicals
    - reporting incidents; accidents and injury, damage to or breakages in the cleaning area or cleaning equipment, theft and threats to personal security

Assessment Conditions

As a minimum, assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Assessment of performance must be undertaken in the workplace and/or under realistic workplace conditions which reflect:

- the use of industry-standard equipment such as, glass cleaning agents, ladders, pressure hoses, dry and wet lint free cloths, lint free towels, microfibre clothes and squeegees.
- performing tasks/activities to the level of proficiency and within timelines that would be expected in a workplace; and
- following standard and authorised work practices, safety requirements and environmental constraints.

Assessors are responsible for ensuring that candidates have access to:

- appropriate documents, materials, tools equipment and personal protective equipment currently used in industry;
- legislation and regulations; and
- workplace policies and procedures.

Links

An Implementation Guide to this Training Package is available at the VETNet website at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO2011 Maintain ceiling surfaces and fittings

Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Application

This unit of competency specifies the outcomes required to maintain ceiling surfaces and fittings in a range of workplace contexts.

This unit applies to individuals who perform ceiling cleaning tasks. It includes the ability to assess the cleaning task, identify safety procedures, particularly height assessments.

This unit applies to individuals with the ability to follow effectively company policies and procedures and to safely perform their duties alone or in a team environment, under routine supervision and without supervisory responsibilities.

Different states and territories may also have regulatory frameworks applicable to this unit or require a working at height licence. Users are advised to check for regulatory limitations.

Pre-requisite Unit

Nil

Competency Field

Unit Sector

Cleaning Operations

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
Elements describe the	Performance criteria describe the performance

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essential outcomes.		needed to demonstrate achievement of the element.	
1.	Identify job requirements.	1.1	Review work order and assess work area to identify cleaning requirements for ceiling surfaces and fittings.
		1.2	Identify ceiling surfaces and fittings and soil types on surfaces.
		1.3	Identify equipment and chemicals required.
		1.4	Assess workplace hazards and work restrictions affecting completion of work order.
		1.5	Communicate and clarify issues with supervisor, team member or client.
		1.6	Refer to Safety Data Sheets (SDS) and follow safe work methods.
		1.7	Position safety signage and barriers to control hazards.
2.	Maintain ceiling surfaces and fittings.	2.1	Select, check, and use personal protective equipment (PPE).
		2.2	Safely move furniture and fittings that impede cleaning operation.
		2.3	Cover floor, furniture, and equipment with drop sheets.
		2.4	Select cleaning technique.
		2.5	Select equipment, including ladder and or step stool and check for correct operation and safe use.
		2.6	Calculate and prepare chemicals following manufacturers' instructions and job requirements.
		2.7	Clean ceiling and fittings attached to ceiling in accordance with workplace

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			procedures.
		2.8	Vacuum difficult-to-reach areas.
3.	Tidy work site.	3.1	Tidy work area and dispose of collected soil and waste in accordance with environmental requirements.
		3.2	Remove drop sheets from furniture and equipment.
		3.3	Safely replace furniture and fittings.
4.	Complete tasks.	4.1	Safely clean equipment and PPE, as required by workplace standards.
		4.2	Clean equipment and check for damage and wear before storing.
		4.3	Safely store equipment, chemicals, and PPE to allow ready-to-use access.
		4.4	Report malfunctions, faults, wear or damage to cleaning equipment and environs to supervisor.
		4.5	Complete workplace cleaning schedule.

Foundation Skills

This section describes language, literacy, numeracy and employment skills that are essential to the performance in this unit, but not explicit in the performance criteria.

Skill	**Performance Feature**
Reading skills to:	▸ Interpret work orders and workplace safety procedures ▸ Interpret Safety Data Sheets (SDS) ▸ Interpret equipment manuals and chemical labels
Oral communication skills to:	▸ Communicate effectively with supervisors and team members. ▸ Ask questions and clarify any queries when necessary ▸ Report any problems to supervisor
Learning skills to:	▸ Locate information in workplace documents, manuals, and labels

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Numeracy skills to:	▸ Calculate and measure quantities of chemicals
Writing skills to:	▸ Complete workplace reports

Range of Conditions

Not Applicable

Unit Mapping Information

No equivalent unit.

Links

An Implementation Guide to this Training Package is available at the VETNet website at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO2011 Maintain ceiling surfaces and fittings

Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Performance Evidence

A person must demonstrate the ability to:

- select and use cleaning maintenance equipment and cleaning agents to clean; and
- two different types of ceiling surfaces, including:
  - one plaster ceiling; and
  - one tiled ceiling.
- two different types of fittings, including:
  - light fittings and fans;
  - vents or grills; and
  - decorative ceiling features such as; ceiling roses, cornicing and edging or exposed wooden beams.

Performance must include:

- selecting, using, and maintaining personal protective equipment (PPE);
- manual handling techniques;
- communicating effectively with supervisor or clients;
- understanding, clarifying, and following supervisor or client instructions;
- safely using ceiling surfaces and fittings cleaning equipment and preparing and using cleaning agents;
- disposing of collected soil and waste; and
- using efficient cleaning methods

Knowledge Evidence

A person demonstrating competency in this unit must identify:

- standard ceiling surfaces; including plaster, concrete, mineral fibre tiles, panelling and wooden plank ceilings
- different types of ceiling fittings; including lights, fans, vents, grills, and cameras, decorative plaster features or exposed wooden or metal beams

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- common soil and stain types found on ceilings and ceiling fittings and effects; including dust, cobwebs, grease, condensation and water based stains
- cleaning techniques and equipment for ceiling surfaces and fittings including:
  - dusting, vacuuming, washing, rinsing, stain removal and polishing
  - ladders, footstools, vacuum cleaners and extended fittings, extended squeegee, sponges and soft dusting cloths
  - cleaning agents; soap solutions for ceilings, stain removal agents, polishing fluid or spray
  - manufacturers' instructions for mixing and using cleaning agents
- workplace requirements for undertaking all aspects of maintaining ceiling surfaces and fittings:
  - key workplace health and safety, hygiene and environmental regulations
  - workplace regulations and procedures for working at heights
  - use of safety data sheets (SDS) and selection, care and use of PPE
  - safe handling of equipment and cleaning agents
  - safe usage of stain removal cleaning agents
  - manual handling techniques for moving ladders, furniture and fittings and installing covers
- methods for communicating and clarifying work requirements with supervisors and clients; verbally, in person or via phone, via electronic medium such as text and email, electronic or written reports
- workplace procedures for:
  - health and safety, hygiene and environmental care
  - communicating and clarifying work requirements with supervisor, team members or client
  - notifying supervisor, team members or client of work completion; verbal communication in person or by phone, written communication including hard copy cleaning schedules, text or electronic form
  - use and care of equipment; including checking electrical safety tags to ensure safe use of equipment
  - tidying work areas, disposing of soil and waste, cleaning equipment and PPE, inspecting and storing equipment and chemicals
  - reporting incidents; accidents and injury, damage to or breakages in the cleaning area or cleaning equipment, theft and threats to personal security

Assessment Conditions

As a minimum, assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Assessment of performance must be undertaken in the workplace and/or under realistic workplace conditions which reflect:

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- the use of industry-standard equipment such as, ladders, footstools, rubber gloves, pressure hoses, long-handle cleaner, long-handle duster, extended squeegee, cloths and cleaning agents.
- performing tasks/activities to the level of proficiency and within timelines that would be expected in a workplace; and
- following standard and authorised work practices, safety requirements and environmental constraints.

Assessors are responsible for ensuring that candidates have access to:

- appropriate documents, materials, tools equipment and personal protective equipment currently used in industry;
- legislation and regulations; and
- workplace policies and procedures.

Links

An Implementation Guide to this Training Package is available at the VETNet website at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO2014 Clean and arrange furniture and fittings

Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Application

This unit of competency specifies the outcomes required to clean and arrange furniture and fittings, and to present rooms in a range of workplace contexts.

This unit applies to individuals who clean furniture and fittings and then place the furniture and fittings in their original positions, or in an arrangement specified by a client. It includes the ability to assess the extent of the cleaning task, understand client requirements and apply procedures.

This unit applies to individuals with the ability to follow effectively company policies and procedures and to safely perform their duties alone or in a team environment, under routine supervision and without supervisory responsibilities.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Unit Sector

Cleaning Operations

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Elements and Performance Criteria

ELEMENT		**PERFORMANCE CRITERIA**	
Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1.	Identify job requirements.	1.1	Review work order and work area to identify furniture, fittings and arrangement requirements.
		1.2	Identify furniture and fitting surfaces and soil types on surfaces.
		1.3	Identify equipment and chemicals required.
		1.4	Assess workplace hazards and work restrictions affecting completion of work order.
		1.5	Communicate and clarify issues with supervisor, team member or client.
		1.6	Refer to Safety Data Sheets (SDS) and follow safe work methods.
		1.7	Position safety signage and barriers to control hazards.
2.	Clean furniture and fittings.	2.1	Select, check and use personal protective equipment (PPE).
		2.2	Select cleaning technique.
		2.3	Select cleaning equipment and check for correct operation and safe use.
		2.4	Calculate and prepare chemicals following manufacturers' instructions and job requirements.
		2.5	Clean furniture and fittings in accordance with workplace procedures and hygiene standards.
		2.6	Return furniture and fittings to their designated location in the room and

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			arrange in an orderly manner.
3.	Tidy work site.	3.1	Tidy work area and dispose of collected soil and waste in accordance with environmental requirements.
4.	Complete cleaning tasks.	4.1	Safely clean equipment and PPE, as required by workplace standards.
		4.2	Check equipment for damage and wear before storing.
		4.3	Safely store equipment, chemicals, and PPE to allow ready-to-use access.
		4.4	Report malfunctions, faults, wear or damage to cleaning equipment and environs to supervisor.
		4.5	Complete workplace cleaning schedule.

Foundation Skills

This section describes language, literacy, numeracy and employment skills that are essential to the performance in this unit, but not explicit in the performance criteria.

Skill	**Performance Feature**
Reading skills to:	▸ Interpret work orders and workplace safety procedures ▸ Interpret Safety Data Sheets (SDS) ▸ Interpret equipment manuals and chemical labels
Oral communication skills to:	▸ Communicate effectively with supervisors and team members. ▸ Ask questions and clarify any queries when necessary ▸ Report any problems to supervisor
Learning skills to:	▸ Locate information in workplace documents, manuals, and labels
Numeracy skills to:	▸ Calculate and measure quantities of chemicals
Writing skills to:	▸ Complete workplace reports

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Range of Conditions

Not Applicable

Unit Mapping Information

No equivalent unit.

Links

An Implementation Guide to this Training Package is available at the VETNet website at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO2014 Clean and arrange furniture and fittings

Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Performance Evidence

A person must demonstrate the ability to:

- select and use furniture and fitting cleaning equipment and cleaning agents to clean, using a different technique in each instance:
- two different types furniture items, including at least:
  - one furniture item with dry soiling; and
  - one furniture item with wet soiling.
- two different types of fittings, including at least:
  - one fitting with dry soiling; and
  - one fitting with wet soiling.
- arrange furniture and fitting twice using a different technique in each instance.

Performance must include:

- selecting, using, and maintaining personal protective equipment (PPE);
- manual handling techniques;
- communicating effectively with supervisor or clients;
- understanding, clarifying, and following supervisor or client instructions;
- safely using cleaning equipment and preparing and using cleaning agents;
- disposing of collected soil and waste; and
- using efficient cleaning methods
-

Knowledge Evidence

A person demonstrating competency in this unit must identify:

- industry standard types of furniture including; beds, bedside cupboards, shelves, benches, chairs, tables, desks, work stations and filing cabinets,

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- industry standard types of fittings including; door handles, light fittings and switches, railings, skirting, window sills, window coverings, picture frames, clocks, ornaments, telephone handsets, computers, kettles and microwaves
- the main surface types including; wood, laminate, metal, glass, plastic, tile, vinyl, leather or fabric
- the main types of wet and dry soiling and effects on furniture and fitting surfaces including; mud and dirt, dust, cobwebs, grease, wax, ink, nail polish, food, beverages, blood, and human and animal waste
- standard furniture and fitting cleaning techniques and industry standard equipment
- including;
  - wiping, washing, scrubbing, pre-spraying, vacuuming and polishing
  - cloths, sponges, scourers, microfibre products, lint-free dusters and polishing cloths, alcohol wipes, brooms, long-handle cleaner, extended squeegee, dry and wet mops, buckets, ladders, footstools, industrial dry and wet vacuums
  - cleaning agents; acid cleaners, alkaline cleaners, low environmental impact chemicals, neutral cleaners, solvent cleaners and stain removal agents
- workplace requirements for undertaking all aspects of cleaning furniture and arranging fittings including:
  - key workplace health and safety, hygiene and environmental regulations
  - use of safety data sheet (SDS) and selection, care and use of PPE
  - safe handling and usage of cleaning equipment and cleaning agents
  - manual handling techniques for moving furniture and fittings
- methods for communicating and clarifying work requirements with supervisors and clients; verbally, in person or via phone, via electronic medium such as text and email, electronic or written reports.
- workplace procedures for;
  - health and safety, hygiene and environmental care
  - communicating and clarifying work requirements with supervisor, team members or client
  - notifying supervisor, team members or client of work completion; verbal communication in person or by phone, written communication including hard copy cleaning schedules, text or electronic form
  - use and care of equipment; including checking electrical safety tags to ensure safe use of equipment
  - tidying work areas, disposing of soil and waste, cleaning equipment and PPE, and storing equipment and chemicals
  - reporting incidents; accidents and injury, damage to or breakages in the cleaning area or cleaning equipment, theft and threats to personal security

Assessment Conditions

As a minimum, assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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Assessment of performance must be undertaken in the workplace and/or under realistic workplace conditions which reflect:

- the use of industry-standard equipment such as, ladders, footstools, brooms, long-handle cleaner, long-handle duster, extended squeegee, industrial dry and wet vacuums, dry and wet mops, cleaning agents, dry and wet cloth and sponges.
- industry-standards relating to workplace safety practices when moving and arranging furniture and fittings.
- performing tasks/activities to the level of proficiency and within timelines that would be expected in a workplace; and
- following standard and authorised work practices, safety requirements and environmental constraints.

Assessors are responsible for ensuring that candidates have access to:

- appropriate documents, materials, tools equipment and personal protective equipment currently used in industry;
- legislation and regulations; and
- workplace policies and procedures.

Links

An Implementation Guide to this Training Package is available at the VETNet website at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO2016 Clean wet surfaces

Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Application

This unit of competency specifies the outcomes required to clean a wet area in a range of workplace contexts.

This unit applies to cleaning personnel who perform cleaning tasks on wet areas. It includes the ability to assess the cleaning task, understand client requirements and follow workplace safety procedures.

It applies to individuals who perform their duties alone or in a team environment, under routine supervision and without supervisory responsibilities.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Unit Sector

Cleaning Operations

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
Elements describe the	Performance criteria describe the performance

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essential outcomes.		needed to demonstrate achievement of the element.	
1.	Identify job requirements.	1.1	Review work order and work area to identify wet area cleaning requirements.
		1.2	Identify wet surface and soil types on surface.
		1.3	Identify equipment and chemicals required.
		1.4	Assess workplace hazards and work restrictions affecting completion of work order.
		1.5	Communicate and clarify issues with supervisor, team member or client.
		1.6	Refer to Safety Data Sheets (SDS) and follow safe work methods.
		1.7	Position safety signage and barriers to control hazards.
2.	Clean wet areas.	2.1	Select, check and use personal protective equipment (PPE).
		2.2	Safely remove, cover, or protect furniture and fittings that impede cleaning operation.
		2.3	Select cleaning technique.
		2.4	Select cleaning equipment and check for correct operation and safe use.
		2.5	Calculate and prepare chemicals following manufacturers' instructions and job requirements.
		2.6	Clean wet surface in accordance with workplace procedures and hygiene standards.
3.	Tidy work site.	3.1	Tidy work area and dispose of collected soil and waste in accordance

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			with environmental requirements.
		3.2	Remove protective covers from furniture and fittings.
		3.3	Safely replace furniture and fittings.
4.	Complete cleaning tasks.	4.1	Safely clean equipment and PPE as required by workplace standards.
		4.2	Check equipment for damage and wear before storing.
		4.3	Safely store equipment, chemicals, and PPE to allow ready-to-use access.
		4.4	Report malfunctions, faults, wear or damage to cleaning equipment and environs to supervisor.
		4.5	Complete workplace cleaning schedule.

Foundation Skills

This section describes language, literacy, numeracy and employment skills that are essential to the performance in this unit, but not explicit in the performance criteria.

Skill	**Performance Feature**
Reading skills to:	▸ Interpret work orders and workplace safety procedures ▸ Interpret Safety Data Sheets (SDS) ▸ Interpret equipment manuals and chemical labels
Oral communication skills to:	▸ Communicate effectively with supervisors and team members. ▸ Ask questions and clarify any queries when necessary ▸ Report any problems to supervisor
Learning skills to:	▸ Locate information in workplace documents, manuals, and labels
Numeracy skills to:	▸ Calculate and measure quantities of chemicals
Writing skills to:	▸ Complete workplace reports

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Range of Conditions

Not Applicable

Unit Mapping Information

No equivalent unit.

Links

An Implementation Guide to this Training Package is available at the VETNet website at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO2016 Clean wet surfaces

Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Performance Evidence

A person must demonstrate the ability to:

- select and use wet surface cleaning equipment and cleaning agents; and
- clean, using a different technique in each instance, four different types of wet surfaces, including at least:
  - one wet surface with dry soiling; and
  - one wet surface with wet soiling.

Performance must include:

- selecting, using, and maintaining personal protective equipment (PPE);
- manual handling techniques;
- communicating effectively with supervisor or clients;
- understanding, clarifying, and following supervisor or client instructions;
- safely using wet surface cleaning equipment and preparing and using cleaning agents;
- disposing of collected soil and waste; and
- using efficient cleaning methods

Knowledge Evidence

A person demonstrating competency in this unit must identify:

- characteristics of a wet surface and the main industry environments with wet surface cleaning requirements including; bathrooms, toilets, change rooms and laundries
- the main types of wet and dry soiling and effects on wet surfaces
- cleaning techniques and equipment for wet areas including;
  - scrubbing, wiping, mopping, polishing, vacuum and pressure cleaning
  - dry and wet mops, buckets, soft cloths, microfibre cloths, lint free cloths, towels and
  - cleaning agents; cleaning solutions for hard floors, low environmental impact cleaning solutions, solvent cleaners, stain removal agents and stain removal cleaning agents
  - manufacturers' instructions for mixing and using cleaning chemicals and stain removers

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- workplace requirements for undertaking all aspects of cleaning wet surfaces including:
  - key workplace health and safety, hygiene and environmental regulations
  - use of safety data sheet (SDS) and selection, care and use of PPE
  - safe handling of equipment
  - safe usage of cleaning agents
  - manual handling techniques for moving furniture and fittings
- methods for communicating and clarifying work requirements with supervisors and clients; verbally, in person or via phone, via electronic medium such as text and email, electronic or written reports
- workplace procedures for;
  - health and safety, hygiene and environmental care
  - communicating and clarifying work requirements with supervisor, team members or client
  - notifying supervisor, team members or client of work completion; verbal communication in person or by phone, written communication including hard copy cleaning schedules, text or electronic form
  - use and care of equipment; including checking electrical safety tags to ensure safe use of equipment
  - tidying work areas, disposing of soil and waste, cleaning equipment and PPE, and storing equipment and chemicals
  - reporting incidents; accidents and injury, damage to or breakages in the cleaning area or cleaning equipment, theft and threats to personal security
  -

Assessment Conditions

As a minimum, assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Assessment of performance must be undertaken in the workplace and/or under realistic workplace conditions which reflect:

- the use of industry-standard equipment such as, lint free cloths and towels, brooms, dry and wet mops, microfibre cloths and cleaning agents.
- performing tasks/activities to the level of proficiency and within timelines that would be expected in a workplace; and
- following standard and authorised work practices, safety requirements and environmental constraints.

Assessors are responsible for ensuring that candidates have access to:

- appropriate documents, materials, tools equipment and personal protective equipment currently used in industry;
- legislation and regulations; and
- workplace policies and procedures.
-

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Links

An Implementation Guide to this Training Package is available at the VETNet website at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO2018 Sort, remove and recycle waste material

Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Application

This unit of competency specifies the outcomes required to sort and remove waste and recyclable materials in a range of workplace contexts.

This unit applies to cleaning personnel who sort, remove and recycle waste material. It includes the ability to assess the task, identify types of waste and recyclable materials, identify the safety specifications and procedures of the task, understand client requirements and apply company policies and procedures.

It applies to individuals who perform their duties alone or in a team environment, under routine supervision and without supervisory responsibilities.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Unit Sector

Cleaning Operations

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA

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Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1.	Identify job requirements.	1.1	Review work order and work area to identify sorting requirements for waste and recyclable material.
		1.2	Identify types of waste and recyclables to be sorted and removed.
		1.3	Assess workplace hazards and work restrictions affecting completion of work order.
		1.4	Communicate and clarify issues with supervisor, team member or client.
		1.5	Refer to Safety Data Sheets (SDS) and follow safe work methods.
		1.6	Position safety signage and barriers to control hazards.
2.	Sort, remove and recycle waste.	2.1	Select, check and use personal protective equipment (PPE).
		2.2	Select cleaning and waste removal equipment and inspect prior to use to ensure safety.
		2.3	Identify, separate and sort recyclable materials.
		2.4	Safely sort materials and remove waste to waste carrier.
3.	Tidy work site.	3.1	Dispose of collected soil and waste in accordance with workplace procedures.
		3.2	Tidy work area.
		3.3	Spot-clean rubbish bins and surrounds in accordance with workplace hygiene standards.

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		3.4	Replace soiled rubbish bin liners.
4.	Complete task.	4.1	Safely store equipment and PPE, as required by workplace standards.
		4.2	Check equipment for damage and wear before storing.
		4.3	Safely store equipment, chemicals, and PPE to allow ready-to-use access.
		4.4	Report malfunctions, faults, wear or damage to cleaning equipment and environs to supervisor.
		4.5	Complete workplace cleaning schedule.

Foundation Skills

This section describes language, literacy, numeracy and employment skills that are essential to the performance in this unit, but not explicit in the performance criteria.

Skill	**Performance Feature**
Reading skills to:	▸ Interpret work orders and workplace safety procedures ▸ Interpret Safety Data Sheets (SDS) ▸ Interpret equipment manuals and chemical labels
Oral communication skills to:	▸ Communicate effectively with supervisors and team members. ▸ Ask questions and clarify any queries when necessary ▸ Report any problems to supervisor
Learning skills to:	▸ Locate information in workplace documents, manuals, and labels
Numeracy skills to:	▸ Calculate and measure quantities of chemicals
Writing skills to:	▸ Complete workplace reports

Range of Conditions

Not Applicable

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Unit Mapping Information

No equivalent unit.

Links

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Assessment Requirements for CPPCLO2018 Sort, remove and recycle waste material

Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Performance Evidence

A person must demonstrate the ability to:

- properly use personal protective equipment (PPE); and
- sort and remove waste and recyclable materials in two different workplace contexts.

Performance must include:

- selecting, using, and maintaining personal protective equipment (PPE);
- manual handling techniques;
- communicating effectively with supervisor or clients;
- understanding, clarifying, and following supervisor or client instructions;
- disposing of collected waste; and
- recycling materials

Knowledge Evidence

A person demonstrating competency in this unit must identify:

- procedures to safely Identify, separate and sort and remove recyclable materials
- industry-standard equipment such as, waste bins, rubbish bags, cleaning solutions and disinfecting products.
- workplace requirements for undertaking all aspects of waste removal and recyclable materials including:
  - key workplace health and safety, hygiene and environmental regulations
  - use of safety data sheets (SDS) and selection, care and use of PPE
  - safe handling and usage of cleaning equipment and cleaning agents
  - Manual handling techniques for moving waste and recyclable materials
- methods for communicating and clarifying work requirements with supervisors and clients; verbally, in person or via phone, via electronic medium such as text and email, electronic or written reports
- workplace procedures for:

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- health and safety, hygiene and environmental care
- communicating and clarifying work requirements with supervisor, team members or client
- notifying supervisor, team members or client of work completion; verbal communication in person or by phone, written communication including hard copy cleaning schedules, text or electronic form
- use and care of equipment; including checking electrical safety tags to ensure safe use of equipment
- tidying work areas, disposing of soil and waste, cleaning equipment and PPE, and storing equipment and chemicals
- reporting incidents; accidents and injury, damage to or breakages in the cleaning area or cleaning equipment, theft and threats to personal security
-

Assessment Conditions

As a minimum, assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Assessment of performance must be undertaken in the workplace and/or under realistic workplace conditions which reflect:

- the use of industry-standard equipment such as, waste bins, rubbish bags, cleaning solutions and disinfecting products.
- performing tasks/activities to the level of proficiency and within timelines that would be expected in a workplace; and
- following standard and authorised work practices, safety requirements and environmental constraints.

Assessors are responsible for ensuring that candidates have access to:

- appropriate documents, materials, tools equipment and personal protective equipment currently used in industry;
- legislation and regulations; and
- workplace policies and procedures.

Links

An Implementation Guide to this Training Package is available at the VETNet website at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO2032 Plan basic cleaning activities

Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Application

This unit of competency specifies the outcomes required to plan for safe and efficient cleaning activities in a range of workplace contexts.

The unit applies to cleaning personnel who plan cleaning tasks. It includes the ability to assess the cleaning task, understand client requirements and follow workplace safety procedures.

It applies to individuals who work alone or as part of a team, under routine supervision and without supervisory responsibilities.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Cleaning Operations

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.

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1.	Identify job requirements.	1.1	Review work order and work area to plan cleaning activities.
		1.2	Identify time of day cleaning activity is required and time frames for completing work order.
		1.3	Identify types and volume of work.
		1.4	Identify cleaning methods, equipment and chemicals required.
		1.5	Assess workplace hazards and work restrictions affecting completion of work order.
		1.6	Communicate and clarify issues with supervisor, team member or client.
		1.7	Refer to Safety Data Sheets (SDS) and review safe work methods.
		1.8	Identify required safety signage and barriers.
		1.9	Identify and review emergency response and evacuation procedures
2.	Plan and prepare work activities.	2.1	Obtain access key or card for area or premises to be cleaned.
		2.2	Determine availability of equipment, chemicals, consumables and personal protective equipment (PPE) suitable for implementing work order.

Foundation Skills

This section describes language, literacy, numeracy and employment skills that are essential to the performance of this unit, but not explicit in the performance criteria.

Skill	Performance Feature
Reading skills to:	• Interpret work orders and workplace safety procedures • Interpret Safety Data Sheets (SDS) • Interpret equipment manuals and chemical labels

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Oral communication skills to:	• Communicate effectively with supervisors and team members. • Ask questions and clarify any queries when necessary • Report any problems to supervisor
Learning skills to:	• Locate information in workplace documents, manuals, and labels
Numeracy skills to:	• Calculate and measure quantities of chemicals
Writing skills to:	• Complete workplace reports

Unit Mapping Information

No equivalent unit.

Links

Companion Volumes to this Training Package are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO2032 Plan basic cleaning activities

Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Performance Evidence

A person must demonstrate the ability to:

plan two different safe and efficient cleaning activities.

Performance must include:

- communicating effectively with supervisor, team members or clients; and
- understanding, clarifying, and following supervisor or client instructions.
-

Knowledge Evidence

A person demonstrating competency in this unit must identify:

- workplace requirements for undertaking all aspects of planning basic cleaning activities including:
  - key workplace health and safety, hygiene and environmental regulations
  - workplace emergency response and evacuation procedures
  - methods for communicating and clarifying work requirements with supervisors and clients; verbally, in person or via phone, via electronic medium such as text and email, electronic or written reports
- workplace procedures for:
  - health and safety, hygiene and environmental care
  - communicating and clarifying work requirements with supervisor, team members or client
  - notifying supervisor, team members or client of work completion; verbal communication in person or by phone, written communication including hard copy cleaning schedules, text or electronic form
  - use and care of equipment; including checking electrical safety tags to ensure safe use of equipment
  - tidying work areas, disposing of soil and waste, cleaning equipment and PPE, and storing equipment and chemicals

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- reporting incidents; accidents and injury, damage to or breakages in the cleaning area or cleaning equipment, theft and threats to personal security
-

Assessment Conditions

As a minimum, assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Assessment of performance must be undertaken in the workplace and/or under realistic workplace conditions which reflect:

- the use of industry-standard practices such as workplace cleaning policies and procedures including workplace safety practices relating to cleaning activities.
- performing tasks/activities to the level of proficiency and within timelines that would be expected in a workplace; and
- following standard and authorised work practices, safety requirements and environmental constraints.

Assessors are responsible for ensuring that candidates have access to:

- appropriate documents, materials, tools equipment and personal protective equipment currently used in industry;
- legislation and regulations; and
- workplace policies and procedures.
-

Links

An Implementation Guide to this Training Package is available at the VETNet website at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO2034 Maintain storage area and cleaning equipment

Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Application

This unit of competency specifies the outcomes required to maintain cleaning equipment and consumable storage areas in a range of workplace contexts.

This unit applies to cleaning personnel that perform maintenance on cleaning storage areas. It includes the ability to safely secure and store equipment, chemicals and consumables, follow workplace safety procedure.

It applies to individuals who perform their duties alone or in a team environment, under routine supervision and without supervisory responsibilities.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Unit Sector

Cleaning Operations

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the	Performance criteria describe the performance

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essential outcomes.		needed to demonstrate achievement of the element.	
1.	Identify job requirements.	1.1	Review work order and assess maintenance requirements for cleaning storage area.
		1.2	Assess workplace hazards and work restrictions affecting completion of work order.
		1.3	Communicate and clarify issues with supervisor, team member or client.
		1.4	Refer to Safety Data Sheets (SDS) and follow safe work methods.
		1.5	Position safety signage and barriers to control hazards.
2.	Maintain cleaning equipment and chemicals.	2.1	Select, check and use personal protective equipment (PPE).
		2.2	Follow workplace safety policies and procedures and display safety warning and information.
		2.3	Ensure storage area is accessible and free of obstacles.
		2.4	Store chemicals and consumables on a first-in first-out basis.
		2.5	Store equipment, chemicals, and consumables following manufacturers' instructions.
3.	Tidy work site.	3.1	Dispose of obsolete equipment, chemicals and waste in accordance with workplace procedures.
		3.2	Complete basic regulatory and company documentation.
4.	Complete task.	4.1	Safely clean equipment and PPE, as required by workplace standards.

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		4.2	Check equipment for damage and wear before storing.
		4.3	Store equipment, chemicals, and PPE to allow ready-to-use access.
		4.4	Report malfunctions, faults, wear or damage to cleaning equipment and storage area to supervisor.
		4.5	Complete workplace maintenance schedule.

Foundation Skills

This section describes language, literacy, numeracy and employment skills that are essential to the performance in this unit, but not explicit in the performance criteria.

Skill	**Performance Feature**
Reading skills to:	▸ Interpret work orders and workplace safety procedures ▸ Interpret Safety Data Sheets (SDS) ▸ Interpret equipment manuals and chemical labels
Oral communication skills to:	▸ Communicate effectively with supervisors and team members. ▸ Ask questions and clarify any queries when necessary ▸ Report any problems to supervisor
Learning skills to:	▸ Locate information in workplace documents, manuals, and labels
Numeracy skills to:	▸ Calculate and measure quantities of chemicals
Writing skills to:	▸ Complete workplace reports

Range of Conditions

Not Applicable

Unit Mapping Information

No equivalent unit.

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Links

Companion Volumes to this Training Package are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO2034 Maintain storage area and cleaning equipment

Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Performance Evidence

A person must demonstrate the ability to:

- select and properly use PPE and safely store and maintain cleaning equipment in three different types of storages.

Performance must include:

- selecting, using, and maintaining personal protective equipment (PPE);
- manual handling techniques;
- communicating effectively with supervisors; and
- understanding, clarifying, and following supervisor or client instructions
-

Knowledge Evidence

A person demonstrating competency in this unit must identify:

- common requirements for storage of equipment, chemicals, and consumables and reasons for storage methods
- PPE, cleaning solutions, vehicle security elastic straps and nets
- key procedures for keeping storage areas accessible and free of obstacles including the cleaning storage areas: commercial, industrial and vehicle
- principles of first-in first-out storage of chemicals and consumables
- workplace requirements for undertaking all aspects of maintaining storage area and cleaning equipment including:
  - key workplace health and safety, hygiene and environmental regulations
  - use of safety data sheets (SDS) and selection, care and use of PPE
  - safe handling of cleaning equipment and cleaning agents
  - manual handling techniques
- methods for communicating and clarifying work requirements with supervisors and clients; verbally, in person or via phone, via electronic medium such as text and email, electronic or written reports

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- workplace procedures for:
  - health and safety, hygiene and environmental care
  - identifying and understanding the requirements of manufacturers' instruction for storing cleaning chemicals and equipment
  - communicating and clarifying work requirements with supervisor, team members or client
  - notifying supervisor, team members or client of work completion; verbal communication in person or by phone, written communication including hard copy cleaning schedules, text or electronic form
  - use and care of equipment; including checking electrical safety tags to ensure safe use of equipment
  - tidying work areas, disposing of soil and waste, cleaning equipment and PPE, and storing equipment and chemicals
  - methods for completing basic regulatory and company documentation
  - reporting incidents; accidents and injury, damage to or breakages in the cleaning area or cleaning equipment, theft and threats to personal security

Assessment Conditions

As a minimum, assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Assessment of performance must be undertaken in the workplace and/or under realistic workplace conditions which reflect:

- the use of industry-standard equipment such as, PPE, cleaning solutions, vehicle security elastic straps and nets.
- performing tasks/activities to the level of proficiency and within timelines that would be expected in a workplace; and
- following standard and authorised work practices, safety requirements and environmental constraints.

Assessors are responsible for ensuring that candidates have access to:

- appropriate documents, materials, tools equipment and personal protective equipment currently used in industry;
- legislation and regulations; and
- workplace policies and procedures.
-

Links

An Implementation Guide to this Training Package is available at the VETNet website at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO2036 Maintain external surfaces

Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Application

This unit of competency specifies the outcomes to clean external surfaces in a range of workplace contexts.

The unit applies to cleaning personnel who perform cleaning tasks on external surfaces. It includes the ability to assess the cleaning task, understand client requirements and follow workplace safety procedures.

It applies to individuals who perform their duties alone or in a team environment, under routine supervision and without supervisory responsibilities.

Please note: Working above 2.2 metres of height may require a working at height licence. Different states and territories may have regulatory frameworks applicable to this unit. Users are advised to check for regulatory limitations.

Pre-requisite Unit

Nil

Competency Field

Unit Sector

Cleaning Operations

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**

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Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1.	Identify job requirements.	1.1	Review work order, assess work area to identify external surface cleaning requirements.
		1.2	Identify external surface and soil types on surfaces.
		1.3	Identify equipment and chemicals required.
		1.4	Assess workplace hazards and work restrictions affecting completion of work order.
		1.5	Communicate and clarify issues with supervisor, team member or client.
		1.6	Refer to Safety Data Sheets (SDS) and follow safe work methods.
		1.7	Position safety signage and barriers to control hazards.
2.	Maintain external surfaces.	2.1	Select, check and use personal protective equipment (PPE).
		2.2	Safely move, cover, or protect items that impede cleaning operation
		2.3	Select cleaning technique and identify related chemicals and equipment.
		2.4	Select external surface cleaning equipment and inspect prior to use to ensure safety.
		2.5	Calculate and prepare chemicals following manufacturers' instructions and job requirements.
		2.6	Clean external surfaces in accordance with workplace procedures and hygiene standards.

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3.	Tidy work site.	3.1	Tidy work area and dispose of collected soil and waste in accordance with workplace environmental requirements.
		3.2	Safely replace moved items and move protective covers.
4.	Complete cleaning task.	4.1	Safely clean equipment and PPE, as required by workplace standards.
		4.2	Check equipment for damage and wear before storing.
		4.3	Safely store equipment, chemicals, and PPE to allow ready-to-use access.
		4.4	Report malfunctions, faults, wear or damage to cleaning equipment and environs to supervisor.
		4.5	Complete workplace cleaning schedule.

Foundation Skills

This section describes language, literacy, numeracy and employment skills that are essential to the performance in this unit, but not explicit in the performance criteria.

Skill	**Performance Feature**
Reading skills to:	▸ Interpret work orders and workplace safety procedures ▸ Interpret Safety Data Sheets (SDS) ▸ Interpret equipment manuals and chemical labels
Oral communication skills to:	▸ Communicate effectively with supervisors and team members. ▸ Ask questions and clarify any queries when necessary ▸ Report any problems to supervisor
Learning skills to:	▸ Locate information in workplace documents, manuals, and labels
Numeracy skills to:	▸ Calculate and measure quantities of chemicals
Writing skills to:	▸ Complete workplace reports

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Range of Conditions

Not Applicable

Unit Mapping Information

No equivalent unit.

Links

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Assessment Requirements for CPPCLO2036 Maintain external surfaces

Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Performance Evidence

A person must demonstrate the ability to:

- select and use external surface cleaning maintenance equipment and cleaning agents to clean; and
- maintain, using a different technique in each instance, four different types of external surfaces, including at least:
  - one external surface with dry soiling; and
  - one external surface with wet soiling.

Performance must include:

- selecting, using, and maintaining personal protective equipment (PPE);
- manual handling techniques;
- communicating effectively with supervisor or clients;
- understanding, clarifying, and following supervisor or client instructions;
- safely using cleaning equipment and preparing and using cleaning agents;
- disposing of collected soil and waste; and
- using efficient cleaning methods.
-

Knowledge Evidence

A person demonstrating competency in this unit must identify:

- the effects of wet and dry soils on external surfaces including: timber, tile, laminate, painted surface and canvas
- cleaning techniques and equipment including:
  - scrubbing, mopping, sweeping, polishing, vacuum and pressure cleaning
  - industry-standard equipment such as, glass cleaning agents, ladders, pressure hoses, dry and wet lint free cloths, lint free towels, microfibre clothes, mops, and squeegees.

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    - cleaning agents; cleaning solutions for external surfaces; including hard surface cleaning solutions for brick and glass, low environmental impact cleaning solutions, solvent cleaners, stain removal agents
    - manufacturers' instructions for mixing and using cleaning chemicals and stain remover
- workplace requirements for undertaking all aspects for maintenance of external surfaces including:
    - key workplace health and safety, hygiene and environmental regulations
    - use of safety data sheets (SDS) and selection, care and use of PPE
    - identifying and understanding the requirements of manufacturers' instructions for mixing and using cleaning chemicals
    - safe handling and usage of cleaning equipment and cleaning agents
    - manual handling techniques for moving furniture and fittings
- methods for communicating and clarifying work requirements with supervisors and clients; verbally, in person or via phone, via electronic medium such as text and email, electronic or written reports
- workplace procedures for:
    - health and safety, hygiene and environmental care
    - communicating and clarifying work requirements with supervisor, team members or client
    - notifying supervisor, team members or client of work completion; verbal communication in person or by phone, written communication including hard copy cleaning schedules, text or electronic form
    - use and care of equipment; including checking electrical safety tags to ensure safe use of equipment
    - tidying work areas, disposing of soil and waste, cleaning equipment and PPE, and storing equipment and chemicals
    - reporting incidents; accidents and injury, damage to or breakages in the cleaning area or cleaning equipment, theft and threats to personal security
    -

Assessment Conditions

As a minimum, assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Assessment of performance must be undertaken in the workplace and/or under realistic workplace conditions which reflect:

- the use of industry-standard equipment such as, glass cleaning agents, ladders, pressure hoses, dry and wet lint free cloths, lint free towels, microfibre clothes, mops, and squeegees.
- performing tasks/activities to the level of proficiency and within timelines that would be expected in a workplace; and
- following standard and authorised work practices, safety requirements and environmental constraints.

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Assessors are responsible for ensuring that candidates have access to:

- appropriate documents, materials, tools equipment and personal protective equipment currently used in industry;
- legislation and regulations; and
- workplace policies and procedures.
-

Links

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CPPCLO2042 Clean surfaces using microfibre equipment

Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Application

This unit of competency specifies the outcomes required to use microfibre cleaning equipment on a range of surfaces, including floor surfaces, walls, and furniture in range of workplace contexts.

The unit applies to cleaning personnel who clean using microfibre equipment. It includes the ability to assess the microfibre cleaning task, understand client requirements and follow workplace safety procedures.

This unit applies to individuals with the ability to follow effectively company policies and procedures and to safely perform their duties alone or in a team environment, under routine supervision and without supervisory responsibilities.

No licensing, legislative or certification requirements apply to this Unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Unit Sector

Cleaning Operations

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Elements and Performance Criteria

ELEMENT		**PERFORMANCE CRITERIA**	
Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1.	Identify job requirements.	1.1	Review work order and work area to identify microfibre cleaning requirements.
		1.2	Identify soil types on surfaces.
		1.3	Identify microfibre equipment required.
		1.4	Assess workplace hazards and work restrictions affecting completion of work order.
		1.5	Communicate and clarify issues with supervisor, team member or client.
		1.6	Refer to Safety Data Sheets (SDS) and follow safe work methods.
		1.7	Position safety signage and barriers to control hazards.
2.	Clean Surface.	2.1	Select and use personal protective equipment (PPE).
		2.2	Safely move, cover, or protect furniture and fittings that impede cleaning operation.
		2.3	Select and prepare microfibre-cleaning equipment.
		2.4	Perform microfibre-cleaning procedure in accordance with workplace hygiene standards.
3.	Tidy work site.	3.1	Sanitise, wash, dry and store microfibre cloths and mops to maximise their efficacy and longevity.
		3.2	Tidy work area and dispose of

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			collected soil and waste in accordance with environmental requirements.
		3.3	Remove protective covers from furniture and fittings.
		3.4	Safely replace furniture and fittings.
4.	Complete cleaning task.	4.1	Clean microfibre cloth and PPE, as required by workplace standards.
		4.2	Safely store equipment and PPE to allow ready-to-use access.
		4.3	Report malfunctions, faults, wear or damage to cleaning equipment and environs to supervisor.
		4.4	Complete workplace cleaning schedule.

Foundation Skills

This section describes language, literacy, numeracy and employment skills that are essential to the performance in this unit, but not explicit in the performance criteria.

Skill	Performance Feature
Reading skills to:	▸ Interpret work orders and workplace safety procedures ▸ Interpret Safety Data Sheets (SDS) ▸ Interpret equipment manuals and chemical labels
Oral communication skills to:	▸ Communicate effectively with supervisors and team members. ▸ Ask questions and clarify any queries when necessary ▸ Report any problems to supervisor
Learning skills to:	▸ Locate information in workplace documents, manuals, and labels
Numeracy skills to:	▸ Calculate and measure quantities of chemicals
Writing skills to:	▸ Complete workplace reports

Range of Conditions

Not Applicable

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Unit Mapping Information

No equivalent unit.

Links

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Assessment Requirements for CPPCLO2042 Clean surfaces using microfibre equipment

Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Performance Evidence

A person must demonstrate the ability to:

- select and use microfibre cleaning equipment; and
- clean, using a different technique in each instance, three different types of surface, including at least:
  - one dry soil surface; and
  - one wet soil surface.

Performance must include:

- selecting, using, and maintaining personal protective equipment (PPE);
- manual handling techniques;
- communicating effectively with supervisor or clients;
- safely using microfibre cleaning equipment;
- disposing of collected soil and waste; and
- using efficient cleaning methods.

Knowledge Evidence

A person demonstrating competency in this unit must identify:

- microfibre equipment including; microfibre cloths, microfibre mop, microfibre towels
- different type of surfaces including; hardwood, tile, vinyl, laminate, glass and marble
- microfibre cleaning techniques for removing wet and dry soiling from surfaces
- workplace requirements for undertaking all aspects of microfibre cleaning methods including:
  - key workplace health and safety, hygiene and environmental regulations
  - use of safety data sheets (SDS) and selection, care and use of PPE
  - safe handling and usage of cleaning equipment and cleaning agents
  - manual handling techniques for moving furniture and fittings

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- methods for communicating and clarifying work requirements with supervisors and clients; verbally, in person or via phone, via electronic medium such as text and email, electronic or written reports
- workplace procedures for:
  - health and safety, hygiene and environmental care
  - communicating and clarifying work requirements with supervisor, team members or client
  - notifying supervisor, team members or client of work completion; verbal communication in person or by phone, written communication including hard copy cleaning schedules, text or electronic form
  - use and care of equipment; including checking electrical safety tags to ensure safe use of equipment
  - tidying work areas, disposing of soil and waste, cleaning equipment and PPE, and storing equipment and chemicals
  - reporting incidents; accidents and injury, damage to or breakages in the cleaning area or cleaning equipment, theft and threats to personal security
  -

Assessment Conditions

As a minimum, assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Assessment of performance must be undertaken in the workplace and/or under realistic workplace conditions which reflect:

- the use of industry-standard equipment such as, microfibre cloths, microfibre towels, absorbent towels, and dusting products.
- performing tasks/activities to the level of proficiency and within timelines that would be expected in a workplace; and
- following standard and authorised work practices, safety requirements and environmental constraints.

Assessors are responsible for ensuring that candidates have access to:

- appropriate documents, materials, tools equipment and personal protective equipment currently used in industry;
- legislation and regulations; and
- workplace policies and procedures.

Links

An Implementation Guide to this Training Package is available at the VETNet website at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO2045 Clean rooms for guests and residents

Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Application

This unit of competency specifies the outcomes required to clean rooms for guests and residents in a range of workplace contexts.

The unit applies to cleaning personnel who perform cleaning activities for guests and residents. It includes the ability to assess the cleaning task, understand client requirements and follow workplace safety procedures.

It applies to individuals who perform their duties alone or in a team environment, under routine supervision and without supervisory responsibilities.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Unit Sector

Cleaning Operations

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
Elements describe the	Performance criteria describe the performance

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essential outcomes.		needed to demonstrate achievement of the element.	
1.	Identify job requirements.	1.1	Review work order and work area to identify requirements for preparing rooms for guests and residents.
		1.2	Identify number and types of rooms.
		1.3	Identify equipment and chemicals required.
		1.4	Assess workplace hazards and work restrictions affecting completion of work order.
		1.5	Communicate and clarify issues with supervisor, team member or client.
		1.6	Refer to Safety Data Sheets (SDS) and follow safe work methods.
		1.7	Position safety signage and barriers to control hazards.
2.	Clean rooms.	2.1	Select, check and use personal protective equipment (PPE).
		2.2	Safely move, cover, or protect furniture and fittings that impede cleaning operation.
		2.3	Select cleaning technique and related chemicals and equipment.
		2.4	Select cleaning equipment and inspect prior to use to ensure safety.
		2.5	Clean furniture, fixtures and fittings in accordance with workplace procedures and hygiene standards.
		2.6	Check and replenish room supplies.
		2.7	Collect, report and store guest or resident items left in vacated rooms in a safe location.
3.	Tidy work site.	3.1	Tidy work area and dispose of

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			collected soil and waste in accordance with environmental requirements.
		3.2	Remove protective covers from furniture and fittings.
		3.3	Safely replace furniture and fittings.
4.	Complete cleaning task.	4.1	Safely clean equipment and PPE, as required by workplace standards.
		4.2	Check equipment for damage and wear before storing.
		4.3	Safely store equipment, chemicals, and PPE to allow ready-to-use access.
		4.4	Report malfunctions, faults, wear or damage to cleaning equipment and environs to supervisor.
		4.5	Complete workplace cleaning schedule.

Foundation Skills

This section describes language, literacy, numeracy and employment skills that are essential to the performance in this unit, but not explicit in the performance criteria.

Skill	**Performance Feature**
Reading skills to:	▸ Interpret work orders and workplace safety procedures ▸ Interpret Safety Data Sheets (SDS) ▸ Interpret equipment manuals and chemical labels
Oral communication skills to:	▸ Communicate effectively with supervisors and team members. ▸ Ask questions and clarify any queries when necessary ▸ Report any problems to supervisor
Learning skills to:	▸ Locate information in workplace documents, manuals, and labels
Numeracy skills to:	▸ Calculate and measure quantities of chemicals
Writing skills to:	▸ Complete workplace reports

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Range of Conditions

Not Applicable

Unit Mapping Information

No equivalent unit.

Links

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Assessment Requirements for CPPCLO2045 Clean rooms for guests and residents

Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Performance Evidence

A person must demonstrate the ability to:

- select and use cleaning and cleaning agents and clean; and
- prepare two different furnished rooms for guests and residents including one of the following:
  - lounge room;
  - bathroom;
  - kitchen; and
  - bedroom.

Performance must include:

- selecting, using, and maintaining personal protective equipment (PPE);
- manual handling techniques;
- communicating effectively with supervisor or clients;
- safely using cleaning equipment and preparing and using cleaning agents; and
- disposing of collected soil and waste.

Knowledge Evidence

A person demonstrating competency in this unit must identify:

- cleaning techniques and equipment including:
  - industry-standard equipment such as, residential and industry vacuums, cloths, squeegee, microfibre cloths, towels, sponges, dry and wet mops, cleaning agents and brooms.
  - dusting, wiping, scrubbing, polishing, vacuuming, steam cleaning and manual stain removal
  - cleaning agents; cleaning solutions for floors, carpets, ceramic tiles, bathroom surfaces, toilets, and stain removal cleaning agents and low environmental impact cleaning solutions

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    - manufacturers' instructions for mixing and using cleaning chemicals and stain removers
- workplace requirements for undertaking all aspects cleaning rooms for guests and residents of including:
    - key workplace health and safety, hygiene and environmental regulations
    - use of safety data sheets (SDS) and selection, care and use of PPE
    - safe handling and usage of cleaning equipment and cleaning agents
    - safe usage of carpet stain removal cleaning agents
    - manual handling techniques for moving furniture and fittings and installing covers
- methods for communicating and clarifying work requirements with supervisors and clients; verbally, in person or via phone, via electronic medium such as text and email, electronic or written reports
- workplace procedures for:
    - health and safety, hygiene and environmental care
    - communicating and clarifying work requirements with supervisor, team members or client
    - notifying supervisor, team members or client of work completion; verbal communication in person or by phone, written communication including hard copy cleaning schedules, text or electronic form
    - use and care of equipment; including checking electrical safety tags to ensure safe use of equipment
    - tidying work areas, disposing of soil and waste, cleaning equipment and PPE, and storing equipment and chemicals
    - replenishing room supplies
    - collecting, reporting and storing guest or resident items left in vacated rooms
    - reporting incidents; accidents and injury, damage to or breakages in the cleaning area or cleaning equipment, theft and threats to personal security

Assessment Conditions

As a minimum, assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Assessment of performance must be undertaken in the workplace and/or under realistic workplace conditions which reflect:

- the use of industry-standard equipment such as, residential and industry vacuums, cloths, squeegee, microfibre cloths, towels, sponges, dry and wet mops, cleaning agents and brooms.
- performing tasks/activities to the level of proficiency and within timelines that would be expected in a workplace; and
- following standard and authorised work practices, safety requirements and environmental constraints.

Assessors are responsible for ensuring that candidates have access to:

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- appropriate documents, materials, tools equipment and personal protective equipment currently used in industry;
- legislation and regulations; and
- workplace policies and procedures.
-

Links

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CPPCLO3001 Maintain hard floor surfaces

Modification History

Release 1 This version first released with CPP Property Services Training Package Version 4.0

Supersedes and is equivalent to CPPCLO2001A Maintain hard floor surfaces.

Release 2 This version first released with CPP Property Services Training Package Release 8.0.

Minor update in the Knowledge Evidence replaced the word ‘distilling’ with ‘diluting’.

Application

This unit of competency specifies the outcomes required to clean and maintain hard floor surfaces, selecting the required equipment, chemicals and methods in order to perform the task safely and efficiently.

The unit supports cleaners who work alone or in teams. It applies to both manual and mechanical methods of cleaning hard floor surfaces in a range of commercial and residential work sites.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Assess hard floor to be cleaned.	1.1.	***Floor type*** and condition are assessed, ***soil type*** is identified, job requirements are reviewed, and issues are clarified.
		1.2.	Work site ***hazards*** are assessed and risks controlled according to company, legislative, and ***health and safety requirements***.
		1.3.	***Cleaning methods*** for hard floor surface are selected according to company requirements.
		1.4.	***Equipment*** is selected according to job requirements, checked for serviceability, and faults are rectified or reported before starting work.
		1.5.	***Cleaning chemicals*** are selected and prepared according to task requirements.
		1.6.	***Personal protective equipment*** (PPE) is selected and used according to manufacturer specifications, and health and safety and company requirements.
		1.7.	Signs and barricades are selected and installed according to health and safety, and company requirements.
		1.8.	Tasks are sequenced to ensure maximum efficiency for completing cleaning requirements.
		1.9.	Pre-existing damage is identified and reported according to company requirements.
2.	Clean hard floor surface.	2.1.	Furniture and fittings are removed to allow cleaning tasks to be performed.
		2.2.	Hard floor surface is cleaned using equipment, chemicals and cleaning techniques according to manufacturer specifications and legislative, health and safety, and company requirements.
		2.3.	Treated area is compared with surrounding surface to determine need for further action according to company requirements.
3.	Tidy work site.	3.1.	Collected soil and waste are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements.
		3.2.	Furniture and fittings are returned to original position

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			according to job requirements.
		3.3.	Signs and barricades are removed according to health and safety, and company requirements.
4.	Clean and safety check equipment, and store equipment and chemicals.	4.1.	Equipment and PPE are cleaned, safety checked and stored according to manufacturer specifications and environmental, health and safety, and company requirements.
		4.2.	Unused chemicals are stored or disposed of according to manufacturer specifications, and health and safety and company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• dilute and mix required chemicals using whole numbers and routine fractions.
Oral communication skills to:	• ask questions to clarify job requirements.

Reading skills to:	• interpret simple, structured manufacturer instructions when using equipment and preparing chemicals
	• interpret directions and safety instructions, including:
	  • equipment operating manuals
	  • product labels
	  • safety data sheets (SDS).

Writing skills to:	• document and report faults in equipment to manufacturer and other personnel.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Floor types must	• brick

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include at least two of the following:	• ceramic tiles • concrete • cork • marble • parquetry • pavers • polished or unpolished wood • proprietary flooring • quarry tiles • rubber • slate • terrazzo • vinyl.
Soil types must include at least three of the following:	• beverage • cigarette butts • dust • food • gravel • heavy dirt build-up • hospital waste • industrial and chemical waste • liquids • oil • paint • paper • rainwater • stones • tar.
Hazards that must be assessed include:	• biological and environmental contaminants • chemical exposure via absorption, ingestion and inhalation • chemical reactivity • dust and fibre particulates • electrical • environmental allergens • explosions • fatigue • fire • manual handling • noise • poor ventilation • slips, trips and falls • syringes and sharps

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	• working in confined spaces.

Health and safety requirements must include:	• access to communication devices when working alone
	• compliance with Safe Work Australia regulations and guidelines
	• electrical equipment test and tag compliance
	• emergency response procedures
	• environmental controls
	• hazard signs and barricades
	• health and safety induction and refresher training
	• manual handling techniques
	• processes for safely dispensing chemicals
	• risk assessment procedures, including:
	  • hazardous chemicals register
	  • hierarchy of control
	  • job safety analyses (JSA) for low-risk situations
	  • safe work method statements (SWMS) for high-risk situations
	  • incident reporting
	• SDS
	• selection and use of required PPE
	• storage and maintenance of equipment according to manufacturer specifications
	• use of first aid according to SDS information.

Cleaning methods must include at least two of the following:	• air blowing • automatic floor scrubbing • dry buffing • dust mopping and sweeping • low-water cleaning methods, such as using microfibre cleaning products • scrubbing • spray buffing • wet mopping.
Equipment must include at least two of the following:	• air blowers • brooms • cleaning cloths • cleaning trolleys • damp mops • doodle bag holder • dust mops • dustpans and brushes • hospital mops • mechanical sweepers • microfibre products

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	• mop buckets • scouring pads • split mops • squeegees • water hoses.
Cleaning chemicals must include at least one of the following:	• acid cleaners • alkaline cleaners • low environmental impact chemicals • neutral cleaners • solvent cleaners.
Personal protective equipment must include at least two of the following:	• disposable respirators • protective clothing • safety shoes.

Unit Mapping Information

CPPCLO2001A Maintain hard floor surfaces

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3001 Maintain hard floor surfaces

Modification History

Release 1 This version first released with CPP Property Services Training Package Version 4.0

Supersedes and is equivalent to CPPCLO2001A Maintain hard floor surfaces.

Release 2 This version first released with CPP Property Services Training Package Release 8.0.

Minor update in the Knowledge Evidence replaced the word ‘distilling’ with ‘diluting’.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also:

- clean and maintain two of the following different hard floor surfaces:
  - brick
  - ceramic tiles
  - concrete
  - cork
  - marble
  - parquetry
  - pavers
  - polished or unpolished wood
  - proprietary flooring
  - quarry tiles
  - rubber
  - slate
  - terrazzo
  - vinyl
- use two of the following different cleaning methods when cleaning the above surfaces:
  - air blowing
  - automatic floor scrubbing

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- dry buffing
- dust mopping and sweeping
- low-water cleaning methods, such as using microfibre cleaning products
- scrubbing
- spray buffing
- wet mopping.

In doing the above work, the person must:

- identify site hazards and control risks before commencing the task
- identify type and condition of hard floor surface
- select cleaning equipment and chemicals required for task
- correctly and safely handle waste, including contaminated materials
- comply with company, legislative and regulatory requirements relating to the cleaning work
- use safe and efficient cleaning methods.

Knowledge Evidence

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

- application methods for maintaining hard floor surfaces using microfibre cleaning techniques, including using:
  - cloth and water in spray bottle to spot clean low-level stains
  - damp mops for hard floor surface cleaning and finishing
  - dry mopping techniques
  - different cleaning chemicals and equipment for hard floor surfaces
- environmental requirements relating to maintaining hard floor surfaces, including:
  - clean-up, containment and isolation procedures
  - emergency chemical spill control measures
  - environmental protection agency requirements relating to using and disposing of cleaning chemicals
  - hazardous materials handling
  - use of low-energy cleaning methods
  - use of low-moisture cleaning methods
  - use of low water-use equipment and other water-efficient cleaning methods
  - use of non-chemical cleaning methods
- methods for cleaning and maintaining microfibre cloths and mops, including:
  - air drying for optimal performance
  - avoiding fabric softeners
  - regular hand or machine washing in hot soapy water
  - removing stains with hot water and washing liquid

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    - washing products on their own to avoid static transfer of lint
- key requirements of legislation, regulations, codes of practice and industry advisory standards relating to maintaining hard floor surfaces, including:
    - quality assurance and certification requirements
    - industry advisory standards and codes, such as dangerous goods codes
- processes for safely handling and disposing of waste, including:
    - chemicals past their expiry date
    - litter
    - obsolete equipment
    - sweeping detritus
    - used containers
    - used or contaminated personal protective equipment (PPE)
    - used or unused chemicals
- safe handling techniques for working with hazardous chemicals, including:
    - emergency chemical spill control measures
    - routes of entry and potential symptoms of exposure to chemicals
    - safe methods for diluting chemicals
    - working according to safety data sheets (SDS)
- types and characteristics of different hard floor surfaces and required cleaning methods for each type.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
    - as listed in the range of conditions
    - PPE as listed in the range of conditions
- materials:
    - cleaning chemicals as listed in the range of conditions
- specifications:
    - equipment operating manuals
    - product labels
    - SDS
- physical conditions:
    - suitable work site or venue with hard floor surfaces as listed in the performance evidence
- relationships with team members and supervisor:
    - work may be conducted alone or as part of a team.

Timeframe:

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- as specified by the task.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the Standards for Registered Training Organisations (RTOs) current at the time of assessment.

Links

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CPPCLO3002 Restore hard floor surfaces

Modification History

Release	Comment
Release 1	Replaces superseded non-equivalent CPPCLO3002A Restore hard floor surfaces and CPPCLO3003A Replace a hard floor finish. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to assess the type and condition of hard floor surfaces, determine the nature and extent of damage, remove pre-existing floor sealant, and replace it with a new protective coating using selected chemicals and techniques.

The unit supports cleaners who work alone or in teams. It applies in a range of commercial and residential work sites.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.

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1.	Plan and prepare to restore hard floor surface.	1.1. Work instructions are obtained, and ***type of hard floor surface*** and surface coating are identified.
		1.2. Work site ***hazards*** are assessed and risks controlled according to company, legislative, and ***health and safety requirements***.
		1.3. Restoration techniques are selected according to company requirements.
		1.4. ***Equipment*** is selected according to job requirements, checked for serviceability, and faults are rectified or reported before starting work.
		1.5. Required ***cleaning chemicals*** are selected and prepared.
		1.6. ***Personal protective equipment*** (PPE) is sourced and used according to manufacturer specifications, and health and safety and company requirements.
		1.7. Signs and barricades are selected and installed according to health and safety, and company requirements.
2.	Remove existing surface coating from hard floor.	2.1. Furniture and fittings are removed to allow cleaning tasks to be performed.
		2.2. Wet and dry embedded soil types are removed and disposed of according to company requirements.
		2.3. Existing surface coating is sanded or stripped off hard floor using chemicals and equipment that are selected and prepared according to manufacturer specifications.
		2.4. Chemical residue is rinsed off hard floor and liquid waste is disposed of according to manufacturer recommendations and environmental requirements.
3.	Seal exposed hard floor surface.	3.1. Exposed floor is checked to be dry and clean of all chemical residue, and loose soil and debris are dry vacuumed.
		3.2. Sealant is applied to hard floor surface using correct application techniques and equipment according to manufacturer specifications and health and safety requirements.
		3.3. Sealant is allowed to dwell according to manufacturer recommendations.

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		3.4.	Additional coats of sealant are applied according to manufacturer and client recommendations.
4.	Tidy work site.	4.1.	Furniture and fittings are returned to original position according to job requirements.
		4.2.	Signs and barricades are removed according to health and safety, and company requirements.
5.	Clean and safety check equipment, and store equipment and chemicals.	5.1.	Equipment and PPE are cleaned, safety checked and stored according to manufacturer specifications and environmental, health and safety, and company requirements.
		5.2.	Unused chemicals are stored or disposed of according to manufacturer specifications, and health and safety and company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Learning skills to:	• apply prior knowledge of techniques to strip and seal different hard floor surfaces.
Numeracy skills to:	• dilute and mix chemicals required for cleaning tasks using whole numbers and routine fractions.
Oral communication skills to:	• ask questions of clients and others to confirm work requirements and identify existing hard floor sealant type • respond clearly and concisely to client questions.

Reading skills to:	• interpret safety instructions in a range of texts, including:
	  • chemical labels
	  • equipment operating manuals
	  • safety data sheets (SDS).

Writing skills to:	• document and report equipment faults.
Planning and organising skills to:	• develop and work to a sequenced plan of tasks with attention to timelines.

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Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Type of hard floor surface must include at least three of the following:

- brick
- concrete
- cork
- granite
- parquetry
- pavers
- quarry tiles
- rubber
- slate
- terrazzo
- timber
- vinyl.

Hazards that must be assessed include:

- biological and environmental contaminants
- chemical exposure via absorption, ingestion and inhalation
- chemical reactivity
- dust and fibre particulates
- electrical
- environmental allergens
- explosions
- fatigue
- fire
- manual handling
- noise
- poor ventilation
- slips, trips and falls
- syringes and sharps
- working in confined spaces.

Health and safety requirements must include:

- access to communication devices when working alone
- compliance with Safe Work Australia regulations and guidelines
- electrical equipment test and tag compliance
- emergency response procedures
- environmental controls
- hazard signs and barricades
- health and safety induction and refresher training
- manual handling techniques
- processes for safely dispensing chemicals

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	• risk assessment procedures, including:
	  • hazardous chemicals register
	  • hierarchy of control
	  • job safety analyses (JSA) for low-risk situations
	  • safe work method statements (SWMS) for high-risk situations
	  • incident reporting
	• SDS
	• selection and use of required PPE
	• storage and maintenance of equipment according to manufacturer specifications
	• use of first aid according to SDS information.

Equipment must include at least two of the following:	• anti-static dusters • buckets • cleaning cloths • cleaning trolleys • drop sheets • dust mops • flat mops with extension pole • fringe dusters • lamb's wool applicators • sponges • vacuum cleaners.
Cleaning chemicals must include at least one of the following:	• glass cleaners • solvent cleaners • surfactants • water.
Personal protective equipment must include at least two of the following:	• eye protection • gloves • masks • safety shoes.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3002 Restore hard floor surfaces

Modification History

Release	Comment
Release 1	Replaces superseded non-equivalent CPPCLO3002A Restore hard floor surfaces and CPPCLO3003A Replace a hard floor finish. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also restore:

- three of the following hard floor surfaces:
  - brick
  - concrete
  - cork
  - granite
  - parquetry
  - pavers
  - quarry tiles
  - rubber
  - slate
  - terrazzo
  - vinyl
- two different timber floor surfaces.

In doing the above work, the person must:

- identify site hazards and control risks before commencing the task
- identify type and condition of hard floor surface techniques required for the task
- correctly and safely handle waste, including contaminated materials.

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Knowledge Evidence

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

- types and characteristics of different hard floor surfaces and restoration methods for:
  - non-slip
  - porous or non-porous
  - sealed or unsealed
  - smooth or textured
- environmental requirements relating to restoring hard floor surfaces, including:
  - clean-up, containment and isolation procedures
  - emergency chemical spill control measures
  - environmental protection agency requirements relating to restoring hard floor surfaces
  - hazardous materials handling
  - use of low-energy cleaning methods
  - use of low-moisture cleaning methods
  - use of low water-use equipment and water-efficient cleaning methods
  - use of non-chemical cleaning methods
- processes for safely handling and disposing of waste, including:
  - chemicals past their expiry date
  - obsolete equipment
  - packaging
  - sweeping detritus
  - used containers
  - used or contaminated personal protective equipment (PPE)
  - used or unused chemicals
- range, type and characteristics of timber floor sealants:
  - oil modified products
  - water-based acrylic
  - water-based urethane
- key requirements of legislation and regulations relating to restoring hard floor surfaces, including:
  - chemical controls
  - chemical registers and manifests
  - environmental protection
  - industrial equipment certificates of competency or licences
  - health and safety legislation and regulations
- safe handling techniques for working with hazardous chemicals, including:
  - emergency chemical spill control measures
  - routes of entry and potential symptoms of exposure to chemicals
  - safe methods for diluting chemicals

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    - working according to safety data sheets (SDS)
- types and uses of different scrubbing machine pads:
    - white
    - red
    - green
    - blue
- techniques for identifying type of existing sealant on floors
- techniques for applying sealants to different hard floor types
- types and application of different signs and barricades to be installed prior to cleaning, including:
    - physical barriers and restraints erected to restrict access to site
    - signs complying with legislative requirements and Australian standards warning of danger or adverse conditions, including:
        - cleaning in progress
        - hazardous chemicals in use or present in work area
- types, characteristics and application methods of cleaning chemicals and equipment used in restoring hard floor surfaces.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
    - as listed in the range of conditions
    - PPE as listed in the range of conditions
- materials:
    - cleaning chemicals as listed in the range of conditions
- specifications:
    - equipment operating manuals
    - product labels
    - SDS
    - safety instructions
- physical conditions:
    - work site or venue with hard floor surfaces as listed in the performance evidence
- relationships with team members and supervisor:
    - work may be conducted alone or as part of a team.

Timeframe:

- as specified by the task.

Assessor requirements

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As a minimum, assessors must satisfy the assessor requirements in the Standards for Registered Training Organisations (RTOs) current at the time of assessment.

Links

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CPPCLO3003 Clean using safe work practices

Modification History

Release	Comment
Release 1	Replaces superseded non-equivalent CPPCLO2033A Plan for safe and efficient cleaning activities and CPPCMN3003A Contribute to workplace safety arrangements. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to undertake cleaning tasks safely and according to company health and safety policies and procedures and legislative requirements. The unit covers assessing the work environment for hazards and ensuring risks are controlled; checking and maintaining equipment and materials, including storing and handling hazardous chemicals; safely handling equipment; and following required processes in the event of a health and safety incident in the workplace.

The unit supports cleaners who work alone or in teams. It applies in a range of commercial and residential work sites.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Plan and prepare to work.	1.1. Work instructions, including client and environmental requirements, are obtained, confirmed, and applied to planning.
		1.2. Work site and nature of cleaning task are assessed for ***hazards,*** and risks are controlled according to company, legislative, and ***health and safety requirements***.
		1.3. Cleaning tasks to be conducted at heights are identified and required ***access equipment*** is identified, obtained and prepared.
		1.4. Cleaning equipment, including required ***personal protective equipment*** (PPE), is selected according to job requirements and checked for serviceability, and faults are rectified or reported prior to starting work.
		1.5. Cleaning products to be used are selected, diluted, and dispensed or prepared according to manufacturer specifications, and company and health and safety requirements.
		1.6. Pre-existing damage to cleaning site is identified and reported according to client and company requirements.
		1.7. ***Signs and barricades*** are selected and installed according to cleaning task and work site.
2.	Apply safe work practices to cleaning tasks.	2.1. Cleaning products and equipment are brought into position with cleaning trolley or other suitable form of transport, using safe work practices.
		2.2 Techniques to prevent trips, falls, and repetitive sprains and strains are identified and implemented.
		2.3. Cleaning tasks conducted at heights are undertaken using access equipment prepared and placed for the task.
		2.4. Cleaning tasks undertaken in enclosed spaces are conducted using safe work practices that prevent chemical exposure.

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		2.5.	Cleaning tasks undertaken while working in the vicinity of building occupants are conducted using safe work practices.
3.	Participate in workplace health and safety initiatives.	3.1.	Health and safety training and coaching programs are undertaken as required.
		3.2.	Incidents or accidents are reported and recorded according to company requirements.
		3.3.	Suggestions to improve workplace health and safety conditions are submitted to required personnel.
		3.4.	Workplace health and safety initiatives are implemented as required and in line with own role and responsibilities.
4.	Finalise cleaning tasks.	4.1.	Soil and waste collected from site are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements.
		4.2.	Equipment, including PPE and chemical products, are returned to cleaning storage area and stored according to legislative requirements.
		4.3.	Quantity and condition of PPE are assessed and need for replacements is reported according to company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• dilute and mix chemicals required for cleaning tasks using whole numbers and routine fractions.
Oral communication skills to:	• ask questions to clarify job requirements • respond clearly and concisely to client questions.
Reading skills to:	• interpret simple, structured manufacturer instructions when using equipment and preparing chemicals • interpret directions and safety instructions, including: • equipment operating manuals

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- product labels
- product information sheets or posters
- safety data sheets (SDS)
- company risk assessment procedures.

Writing skills to:
- document and report faults in equipment to manufacturer and other personnel.

Planning and organising skills to:
- manage own time, prioritise work and schedule tasks.

Teamwork skills to:
- work in pairs when using ladders
- work safely and collaboratively with others.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Hazards that must be assessed include:
- biological and environmental contaminants
- chemical exposure via absorption, ingestion and inhalation
- chemical reactivity
- dust and fibre particulates
- electrical
- environmental allergens
- explosions
- fatigue
- fire
- ground stability for access equipment
- manual handling
- noise
- poor ventilation
- slips, trips and falls
- syringes and sharps
- working in confined spaces.

Health and safety requirements must include:
- access to communication devices when working alone
- compliance with Safe Work Australia regulations and guidelines
- electrical equipment test and tag compliance
- emergency response procedures
- environmental controls
- hazard signs and barricades

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	• health and safety induction and refresher training
	• manual handling techniques
	• processes for safely dispensing chemicals
	• risk assessment procedures, including:
	  • hazardous chemicals register
	  • hierarchy of control
	  • job safety analyses (JSA) for low-risk situations
	  • safe work method statements (SWMS) for high-risk situations
	  • incident reporting
	• SDS
	• selection and use of required PPE
	• storage and maintenance of equipment according to manufacturer specifications
	• use of first aid according to SDS information.

Access equipment must include at least one of the following:	• elevated work platform • ladder • scaffolding • stepladder.
Personal protective equipment must include at least two of the following:	• eye protection • gloves • masks • safety shoes.

Signs and barricades must include at least one of the following:	• physical barriers and restraints erected to restrict access to site
	• signs complying with legislative requirements and Australian standards warning of danger or adverse conditions, including:
	  • cleaning in progress
	  • hazardous chemicals in use or present in work area.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3003 Clean using safe work practices

Modification History

Release	Comment
Release 1	Replaces superseded non-equivalent CPPCLO2033A Plan for safe and efficient cleaning activities and CPPCMN3003A Contribute to workplace safety arrangements. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also safely perform three different cleaning tasks in a commercial or residential cleaning site, in which each task must involve:

- transporting equipment and cleaning products to the area to be cleaned
- completing cleaning tasks according to client and company requirements using cleaning equipment and products selected and prepared according to job requirements
- returning equipment and materials to cleaning storage area.

In doing the above work, the person must:

- identify site hazards and control risks before commencing the task
- use safe and efficient cleaning methods
- correctly and safely handle waste, including contaminated materials.

Knowledge Evidence

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

- company policies and procedures for applying work health and safety (WHS) practices while cleaning, including:
  - assessing and reporting hazards in the workplace

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    - incident reporting
    - selecting and using personal protective equipment (PPE) required for the cleaning task
- safe handling techniques for working with hazardous chemicals, including:
    - emergency chemical spill control measures
    - routes of entry and potential symptoms of exposure to chemicals
    - safe methods for diluting chemicals
    - working according to safety data sheets (SDS)
- key requirements of legislation, regulations and codes of practice relating to cleaning safely at heights
- processes for safely handling and disposing of waste, including:
    - chemicals past their expiry date
    - obsolete equipment
    - packaging
    - used containers
    - used or contaminated PPE
    - used or unused chemicals.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
    - access equipment
    - PPE as listed in the range of conditions
- materials:
    - cleaning products required for the task
- specifications:
    - company policies and procedures for applying WHS practices
    - equipment operating manuals
    - product labels
    - SDS
    - safety instructions
- physical conditions:
    - commercial or residential work sites
- relationships with team members and supervisor:
    - work may be conducted alone or as part of a team.

Timeframe:

- as specified by the task.

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Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO3004 Maintain carpeted floors

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCLO2004A Maintain carpeted floors. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to maintain carpeted floors using a range of methods, including hand collecting waste, sweeping, using a dustpan and brush, using low-water cleaning methods, and vacuuming. It covers assessing the extent of the cleaning task, and selecting the required equipment, chemicals and methods to perform the task safely and efficiently.

The unit supports cleaners who work alone or in teams. It applies to both manual and mechanical methods of maintaining carpeted floors in a range of commercial and residential work sites.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Plan and prepare to maintain carpets.	1.1.	Type and condition of carpet to be cleaned are assessed, fibre and construction method are identified, job requirements are reviewed, and issues are clarified.
		1.2.	Work site ***hazards*** are assessed and risks are controlled according **to** company, legislative, and ***health and safety requirements*****.**
		1.3.	Required cleaning methods and carpet cleaning products are selected, and products are prepared according to job requirements.
		1.4.	***Equipment*** is selected according to job requirements, checked for serviceability, and faults are rectified or reported before starting work.
		1.5.	***Personal protective equipment*** (PPE) is sourced according to manufacturer specifications, and health and safety and company requirements.
		1.6.	Tasks are sequenced to ensure maximum efficiency for completing cleaning requirements.
		1.7.	Signs and barricades are selected and installed according to health and safety, and company requirements.
		1.8.	Pre-existing damage is identified and reported according to company requirements.
2.	Clean carpet.	2.1.	Furniture and fittings are removed to allow cleaning tasks to be performed.
		2.2.	Large items of waste are collected using selected equipment, and are transferred to waste receptacle according to health and safety requirements.
		2.3.	Carpeted floor is ***vacuumed*** using required equipment, ***accessories***, chemicals and techniques according to manufacturer specifications, and health and safety, and company requirements.
		2.4.	Need for spot cleaning and stain removal is identified and documented according to company requirements.

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3.	Tidy work site.	3.1. Collected soil and waste are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements.
		3.2. Furniture and fittings are returned to original position according to client requests, and health and safety requirements.
		3.3. Signs and barricades are removed according to health and safety, and company requirements.
4.	Clean and safety check equipment, and store equipment and chemicals.	4.1. Equipment and PPE are cleaned, safety checked and stored according to manufacturer specifications and environmental, health and safety, and company requirements.
		4.2. Unused chemicals are stored or disposed of according to manufacturer specifications, and health and safety and company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Numeracy skills to:	• dilute and mix required chemicals using whole numbers and routine fractions.
Oral communication skills to:	• ask questions to clarify job requirements.

Reading skills to:	• interpret directions and safety instructions, including:
	  • equipment operating manuals
	  • product labels
	  • safety data sheets (SDS).

Writing skills to:	• report faults in equipment to manufacturer and other personnel.

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Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Hazards that must be assessed include:

- biological and environmental contaminants
- chemical exposure via absorption, ingestion and inhalation
- chemical reactivity
- dust and fibre particulates
- electrical
- environmental allergens
- explosions
- fatigue
- fire
- manual handling
- noise
- poor ventilation
- slips, trips and falls
- syringes and sharps
- working in confined spaces.

Health and safety requirements must include:

- access to communication devices when working alone
- compliance with Safe Work Australia regulations and guidelines
- electrical equipment test and tag compliance
- emergency response procedures
- environmental controls
- hazard signs and barricades
- health and safety induction and refresher training
- manual handling techniques
- processes for safely dispensing chemicals
- risk assessment procedures, including:
  - hazardous chemicals register
  - hierarchy of control
  - job safety analyses (JSA) for low-risk situations
  - safe work method statements (SWMS) for high-risk situations
  - incident reporting
- SDS
- selection and use of required PPE
- storage and maintenance of equipment according to manufacturer specifications
- use of first aid according to SDS information.

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Equipment must include at least three of the following:	• accumulation bags • brooms, such as deck fibre or millet • carpet rakes • dustpan and broom • hoses and filters • microfibre products.
Personal protective equipment must include at least two of the following:	• gloves • eye protection • protective clothing • respirators • safety shoes • tongs.
Vacuuming equipment must include at least one of the following:	• back-mounted unit • ducted system • floor-based mobile system • mechanical push sweeper • wet and dry system.
Accessories must include at least two of the following:	• brush • crevice tool • floor head • power head • upholstery head • variable pile height and adjustable head.

Unit Mapping Information

CPPCLO2004A Maintain carpeted floors

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3004 Maintain carpeted floors

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCLO2004A Maintain carpeted floors. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also maintain two different carpets where:

- one carpet type must be a natural fibre selected from:
  - organic (plant) fibres, such as cotton and sisal
  - wool
- one carpet type must be a synthetic fibre selected from:
  - acrylic
  - nylon
  - polyester
  - polypropylene.

In doing the above work, the person must:

- identify site hazards and control risks before commencing the task
- correctly identify the type and characteristics of the carpet and carpet fibres
- select and prepare cleaning equipment and chemicals required for carpet type
- select and apply carpet maintenance method suited to carpet type.

Knowledge Evidence

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

- carpet characteristics, including:

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  - methods of carpet construction
  - types and features of fibres
- environmental requirements relating to use of chemicals when maintaining carpeted floors, including:
  - clean-up, containment and isolation procedures
  - emergency chemical spill control measures
  - environmental protection agency requirements relating to maintaining carpeted floors
  - hazardous materials handling
  - use of low-energy cleaning methods
  - use of low-moisture cleaning methods
  - use of low water-use equipment and water-efficient cleaning methods
  - use of non-chemical cleaning methods
- range and characteristics of cleaning chemicals and equipment and their applications for carpet maintenance
- key requirements of legislation, regulations, codes of practice and industry advisory standards relating to maintaining carpeted floors, including:
  - AS/NZS 3733 Textile floor coverings – Cleaning maintenance of residential and commercial carpeting
  - industry advisory standards and codes, such as dangerous goods codes
- processes for safely handling and disposing of waste, including:
  - chemicals past their expiry date
  - disposable vacuum liner bags
  - litter
  - obsolete equipment
  - used containers
  - used or contaminated personal protective equipment (PPE)
  - used or unused chemicals
- safe handling techniques for working with hazardous chemicals, including:
  - emergency chemical spill control measures
  - routes of entry and potential symptoms of exposure to chemicals
  - safe methods for diluting chemicals
  - working according to safety data sheets (SDS).

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - vacuuming equipment and accessories as listed in the range of conditions
  - PPE as listed in the range of conditions
- specifications:

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    - AS/NZS 3733 Textile floor coverings – Cleaning maintenance of residential and commercial carpeting
    - equipment operating manuals
    - product labels
    - SDS
    - safety instructions on equipment
- physical conditions:
    - suitable work site or venue with carpeted floors
- relationships with team members and supervisor:
    - work may be conducted alone or as part of a team.

Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO3005 Confirm and apply privacy and security requirements for cleaning work

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 4.

Application

This unit of competency specifies the outcomes required to confirm and apply personal and property security procedures when cleaning a work site, and to maintain client privacy. It also involves obtaining and securing property access information and equipment, and confirming and applying procedures when security risks are evident. It covers establishing which areas of the work site are not to be accessed, and maintaining privacy of information obtained in the course of providing cleaning services.

The unit supports the work of cleaners commencing at a new work site. It applies in a range of commercial and residential work sites.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.

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1.	Confirm site access and security procedures.	1.1.	Client details, including address, are confirmed according to company requirements.
		1.2.	Cleaning ***work site access*** and ***security arrangements*** are clarified.
		1.3.	Areas of work site not to be accessed or cleaned are identified and clarified with client.
		1.4.	New client is provided with details of company policy relating to maintaining privacy of client information.
2.	Confirm personal or property security procedures.	2.1.	Client preferences and workplace procedures to be followed in the case of personal risk or incidents, and reporting requirements, are confirmed.
		2.2.	Client and workplace procedures to be followed in the case of a breach of security are confirmed.
3.	Implement privacy and security procedures.	3.1.	Client work site is accessed on arrival and secured on leaving the site, according to agreed procedures.
		3.2.	Security systems are deactivated and reactivated according to agreed procedures.
		3.3.	Internal areas of work site to be cleaned are accessed and secured according to agreed procedures and restricted areas are not entered.
		3.4.	Confidentiality of client personal or commercial information is maintained according to privacy requirements, and not disclosed unless essential for incident reporting.
4.	Implement security risk or breach procedures.	4.1.	Work site is assessed for signs of security risk or breach during site access and cleaning, and agreed procedures and reporting requirements are followed as required.
		4.2.	Risks to personal security are assessed and workplace procedures and reporting requirements are followed as required.
		4.3.	Incidents involving personal security are reported immediately and workplace procedures are followed.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• respond to feedback from client and supervisor following completion of security procedures and when applying privacy requirements.
Numeracy skills to:	• recognise and apply numbering to activate and deactivate security systems • determine site location and specific rooms on site plans.
Oral communication skills to:	• ask questions to clarify procedures • obtain and provide information from client relating to privacy and security requirements.
Reading skills to:	• interpret company policy documentation relating to privacy and confidentiality.
Writing skills to:	• legibly complete required documentation following a security breach or incident.
Technology skills:	• operate electronic devices for communication purposes or for accessing or securing a cleaning site.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Work site access must include at least one of the following:	• electronic codes • keys • security cards.
Security arrangements must include:	• processes for locking and unlocking doors • location of internal door keys if applicable • alarm deactivation and reactivation procedures.

Unit Mapping Information

No equivalent unit.

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3005 Confirm and apply privacy and security requirements for cleaning work

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 4.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also confirm and apply privacy and security procedures for two different work sites to be applied when cleaning.

In doing the above work, the person must:

- implement agreed procedures for accessing and securing the work site
- assess work site for signs of security risks or breaches
- implement agreed procedures for responding to and reporting security risks and breaches.

Knowledge Evidence

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

- processes for obtaining and confirming client details
- procedures for using access passes and keys for different client sites
- company policy or code of conduct in relation to privacy and confidentiality of client information
- workplace procedures, including reporting requirements for:
  - security risks and breaches
  - personal security risks and incidents.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:

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- access requirements as listed in the range of conditions
- contingencies:
  - risks to personal safety
- specifications:
  - alarm activation and deactivation procedures
  - company privacy and confidentiality policy
  - procedures for handling risks to personal or property security
  - reporting requirements and documentation in the event of security incidents
- physical conditions:
  - commercial or residential cleaning work sites
- relationships with team members and supervisor:
  - work may be conducted alone or as part of a team.

Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO3006 Clean carpets

Modification History

Release	Comment
Release 1	Replaces superseded non-equivalent CPPCCL2001A Use hot water extraction, CPPCCL2002A Use bonnet cleaning, CPPCCL2003A, Use dry foam shampoo, CPPCCL2004A Use dry absorbent compound and CPPCCL2005A Use wet foam shampoo. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to clean carpets using selected processes, chemicals and equipment. Cleaning carpets is undertaken in addition to daily maintenance of carpets to provide a thorough and deep clean of the carpet fibres. The selection of equipment, chemicals and methods suited to the task is essential for performing the work safely and efficiently.

The unit supports cleaners who work alone or in teams. It applies in a range of commercial and residential work sites.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised

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essential outcomes.		text is used, further information is detailed in the range of conditions.
1.	Plan and prepare to clean carpets.	1.1. ***Type of carpet fibre*** and carpet construction are assessed, job requirements are reviewed, and issues are clarified.
		1.2. Work site ***hazards*** are identified and risks controlled according to company, legislative, and ***health and safety requirements***.
		1.3. Required carpet cleaning process is determined according to type of carpet and job requirements.
		1.4. ***Equipment*** is selected according to job requirements, checked for serviceability, and faults are rectified or reported before starting work.
		1.5. Required ***cleaning chemicals*** are selected and prepared.
		1.6. ***Personal protective equipment*** (PPE) is sourced according to manufacturer specifications, and health and safety and company requirements.
		1.7. Signs and barricades are selected and installed according to health and safety, and company requirements.
		1.8. Pre-existing stains or damage are identified and reported according to company requirements.
		1.9. Tasks are sequenced to ensure maximum efficiency for completing cleaning requirements.
2.	Undertake cleaning process.	2.1. Furniture and fittings are removed to allow cleaning tasks to be performed.
		2.2. Carpet is ***cleaned*** according to manufacturer specifications, and legislative, health and safety, and company requirements.
		2.3. Cleaned carpet area is compared with surrounding carpet surface, and need for further cleaning action is identified and carried out according to job and company requirements.
		2.4. Results are reported according to company requirements.

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3.	Tidy work site.	3.1.	Collected soil and waste are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements.
		3.2.	Furniture and fittings are returned to original position according to client requirements.
		3.3.	Signs and barricades are removed according to health and safety, and company requirements.
4.	Clean and safety check equipment, and store equipment and chemicals.	4.1.	Equipment and PPE are cleaned, safety checked and stored according to manufacturer specifications and environmental, health and safety, and company requirements.
		4.2.	Unused chemicals are stored or disposed of according to manufacturer specifications, and health and safety and company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• dilute and mix required chemicals using whole numbers and routine fractions.
Oral communication skills to:	• ask questions to clarify job requirements • respond clearly and concisely to client questions.

Reading skills to:	• interpret simple, structured manufacturer instructions when using equipment and preparing chemicals
	• interpret directions and safety instructions, including:
	  • equipment operating manuals
	  • product labels
	  • safety data sheets (SDS).

Writing skills to:	• document and report faults in equipment to manufacturer and other personnel.
Teamwork skills to:	• work collaboratively with others when accessing and cleaning carpets.

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Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Type of carpet fibre must include:

- natural:
  - organic (plant) fibres, such as cotton and sisal
  - wool
- synthetic:
  - acrylic
  - nylon
  - polyester.

Hazards that must be assessed include:

- biological and environmental contaminants
- chemical exposure via absorption, ingestion and inhalation
- chemical reactivity
- dust and fibre particulates
- electrical
- environmental allergens
- explosions
- fatigue
- fire
- manual handling
- noise
- poor ventilation
- slips, trips and falls
- syringes and sharps
- working in confined spaces.

Health and safety requirements must include:

- access to communication devices when working alone
- compliance with Safe Work Australia regulations and guidelines
- electrical equipment test and tag compliance
- emergency response procedures
- environmental controls
- hazard signs and barricades
- health and safety induction and refresher training
- manual handling techniques
- processes for safely dispensing and handling chemicals while undertaking work tasks
- risk assessment procedures, including:
  - hazardous chemicals register
  - hierarchy of control

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	• job safety analyses (JSA) for low-risk situations • safe work method statements (SWMS) for high-risk situations • incident reporting • SDS • selection and use of required PPE • storage and maintenance of equipment according to manufacturer specifications • use of first aid according to SDS information.
Equipment must include at least two of the following:	• carpet-cleaning bonnets and hand bonnets • carpet-drying equipment • cleaning cloths • extraction unit • garbage bin • measuring equipment • plastic coaster or polystyrene block • rotary or cylindrical scrubbing machine • scraper or spatula • sponge • spray equipment • steam iron • trigger sprayer • vacuum cleaner • waste recovery tank.
Cleaning chemicals must include at least one of the following:	• acid cleaners • alkaline cleaners • neutral cleaners • protein spotter • solvent cleaners.
Personal protective equipment must include at least two of the following:	• disposable respirators • eye protection • gloves • safety shoes.

Cleaned must include:	• selecting and using required:
	  • equipment
	  • PPE
	  • chemicals
	  • cleaning techniques.

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Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3006 Clean carpets

Modification History

Release	Comment
Release 1	Replaces superseded non-equivalent CPPCCL2001A Use hot water extraction, CPPCCL2002A Use bonnet cleaning, CPPCCL2003A, Use dry foam shampoo, CPPCCL2004A Use dry absorbent compound and CPPCCL2005A Use wet foam shampoo. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Performance Evidence

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also clean two different carpet types where:

- one carpet type must be a natural fibre selected from:
  - organic (plant) fibres, such as cotton and sisal
  - wool
- one carpet type must be a synthetic fibre selected from:
  - acrylic
  - nylon
  - polyester.

In cleaning the above carpets, the person must:

- identify site hazards and control risks before commencing the task
- correctly identify the type and characteristics of the carpet and carpet fibres
- identify cleaning techniques and chemicals required for the task
- use the following cleaning methods:
  - bonnet cleaning
  - hot water extraction
- use cleaning equipment safely

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- check carpet after cleaning process and assess whether further cleaning is required
- correctly and safely handle waste.

Knowledge Evidence

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

- carpet characteristics, including:
  - carpet construction
  - features of fibres
- range and application of cleaning equipment and chemicals, including:
  - encapsulation
  - low environmental impact chemicals
  - low-moisture use equipment
- correct application and techniques for different cleaning methods, including:
  - dry absorbent compound
  - bonnet cleaning
  - hot water extraction
  - dry foam shampoo
  - wet foam shampoo
- environmental requirements relating to removing stains from carpets, including:
  - clean-up, containment and isolation procedures
  - emergency chemical spill control measures
  - environmental protection agency requirements relating to using and disposing of carpet cleaning chemicals
  - hazardous materials handling
  - use of low-energy carpet-cleaning methods
  - use of low-moisture carpet-cleaning methods
  - use of low water-use equipment and other water-efficient cleaning methods
  - use of non-chemical carpet-cleaning methods
- key requirements of legislation, regulations, codes of practice and industry advisory standards relating to carpet cleaning, including:
  - Australian standards AS/NZS 3733 Textile floor coverings – Cleaning maintenance of residential and commercial carpeting
  - industry advisory standards and codes, such as dangerous goods codes
- processes for safely handling and disposing of waste, including:
  - chemicals past their expiry date
  - litter
  - machine exhaust emissions
  - obsolete equipment
  - used containers
  - used or contaminated personal protective equipment (PPE)

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    - used or unused chemicals
- range and application of cleaning solutions used to clean carpets and their reactions with different carpet types
- safe handling techniques for working with hazardous chemicals, including:
    - emergency chemical spill control measures
    - routes of entry and potential symptoms of exposure to chemicals
    - safe methods for diluting chemicals
    - working according to safety data sheets (SDS).

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
    - as listed in the range of conditions
    - PPE as listed in the range of conditions
- materials:
    - cleaning chemicals as listed in the range of conditions
- specifications:
    - AS/NZS 3733 Textile floor coverings – Cleaning maintenance of residential and commercial carpeting
    - equipment operating manuals
    - product labels
    - SDS
- contingencies:
    - carpet cleaning action is repeated when carpet has not cleaned sufficiently first time
- physical conditions:
    - suitable work site or venue with carpet types listed in the performance evidence
- relationships with team members and supervisor:
    - work may be conducted alone or as part of a team
- relationship with client:
    - communication with the client is required.

Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the Standards for Registered Training Organisations (RTOs) current at the time of assessment.

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CPPCLO3007 Remove carpet stains

Modification History

Release	Comment
Release 1	Replaces superseded non-equivalent CPPCCL2007A Perform basic stain removal. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to identify the nature of carpet stains and remove the stains using selected stain removal techniques, chemicals and equipment. The selection of required equipment, chemicals and methods is essential for performing the task safely and efficiently.

The unit supports carpet cleaners who work alone or in teams. It applies in a range of commercial and residential work sites. Removing stains can occur as a separate task or in conjunction with other cleaning tasks, such as daily vacuuming, extraction and general carpet cleaning.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Plan and prepare to remove stain.	1.1. ***Type of carpet fibre*** and construction are assessed, job requirements reviewed, and issues clarified as required.
		1.2. Work site ***hazards*** are assessed and risks controlled according to company, legislative, and ***health and safety requirements***.
		1.3. ***Stain type*** is identified through observation or by discussing and clarifying with client, and previous treatments or removal techniques that have been applied are confirmed.
		1.4. Required stain removal process is determined according to carpet type and cause of stain, client is advised of likelihood of treatment success, and client approval to proceed with stain removal process is obtained before commencing work**.**
		1.5. ***Equipment*** is selected according to job requirements, checked for serviceability, and faults are rectified or reported before starting work.
		1.6. Required ***cleaning chemicals*** are selected and prepared.
		1.7. ***Personal protective equipment*** (PPE) is sourced according to manufacturer specifications, and health and safety and company requirements.
		1.8. Signs and barricades are selected and installed according to health and safety, and company requirements.
		1.9. Pre-existing damage is identified and reported according to company requirements.
		1.10. Tasks are sequenced to ensure maximum efficiency for completing cleaning requirements.
2.	Treat carpet stain.	2.1. Furniture and fittings are removed to allow cleaning tasks to be performed.
		2.2. Physical remnants of stain are removed as much as possible using technique suited to cause of stain.
		2.3. Required cleaning chemical is applied and allowed to dwell according to manufacturer specifications.
		2.4. Carpet is inspected for evidence of previously used chemicals that may impede the cleaning process and all

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		chemicals are removed using water treatment before reapplying chemical.
		2.5. Treated area is agitated using required equipment and inspected to check that stain removal technique and process are working.
		2.6. Cleaning process is continued until stain is completely removed or until agreed job requirements have been met.
3.	Finalise stain removal.	3.1. Chemical residue is extracted using required extraction equipment and techniques.
		3.2. Treated carpet is checked for pH levels and neutraliser is applied if required.
		3.3. Treated area is dried or left to dry according to company and job requirements.
		3.4. Soil is removed and carpet is ***cleaned*** according to manufacturer specifications, and legislative, health and safety, and company requirements.
		3.5. Treated area is compared with surrounding surface area to determine need for further action according to job and company requirements.
		3.6. Results are reported according to company requirements.
4.	Tidy work site.	4.1. Collected soil and waste are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements.
		4.2. Furniture and fittings are returned to original position according to client requirements.
		4.3. Signs and barricades are removed according to health and safety, and company requirements.
5.	Clean and safety check equipment, and store equipment and chemicals.	5.1. Equipment and PPE are cleaned, safety checked and stored according to manufacturer specifications and environmental, health and safety, and company requirements.
		5.2. Unused chemicals are stored or disposed of according to manufacturer specifications, and health and safety and company requirements.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• dilute and mix required chemicals using whole numbers and routine fractions.
Oral communication skills to:	• ask questions to clarify job requirements • respond clearly and concisely to client questions.

Reading skills to:	• interpret simple, structured manufacturer instructions when using equipment and preparing chemicals
	• interpret directions and safety instructions, including:
	  • equipment operating manuals
	  • product labels
	  • safety data sheets (SDS).

Writing skills to:	• document and report faults in equipment to manufacturer and other personnel.
Teamwork skills to:	• work collaboratively with others when accessing and cleaning carpets.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Type of carpet fibre must include:	• natural:
	  • organic (plant) fibres, such as cotton and sisal
	  • wool
	• synthetic:
	  • acrylic
	  • nylon
	  • polyester
	  • polypropylene.

Hazards that must be assessed include:	• biological and environmental contaminants • chemical exposure via absorption, ingestion and inhalation • chemical reactivity • dust and fibre particulates • electrical

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- environmental allergens
- explosions
- fatigue
- fire
- manual handling
- noise
- poor ventilation
- slips, trips and falls
- syringes and sharps
- working in confined spaces.

Health and safety requirements must include:

- access to communication devices when working alone
- compliance with Safe Work Australia regulations and guidelines
- electrical equipment test and tag compliance
- emergency response procedures
- environmental controls
- hazard signs and barricades
- health and safety induction and refresher training
- manual handling techniques
- processes for safely dispensing and handling chemicals while undertaking work tasks
- risk assessment procedures, including:
  - hazardous chemicals register
  - hierarchy of control
  - job safety analyses (JSA) for low-risk situations
  - safe work method statements (SWMS) for high-risk situations
  - incident reporting
- SDS
- selection and use of required PPE
- storage and maintenance of equipment according to manufacturer specifications
- use of first aid according to SDS information.

Stain types must include at least three of the following:

- beverage
- candle wax
- chewing gum
- food
- grease
- heavy dirt build-up
- lipstick
- nail polish
- oil
- shoe polish

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	• tar.
Equipment must include at least two of the following:	• air mover • carpet groomer • cleaning cloths • extraction unit • measuring equipment • pH stick • scraper or spatula • sponge • spray equipment • steam iron • waste disposal container.
Cleaning chemicals must include:	• acid cleaners • alkaline cleaners • neutral cleaners • solvent cleaners • protein spotter.
Personal protective equipment must include at least two of the following:	• gloves • disposable respirators • eye protection • gloves • protective clothing • safety shoes.

Cleaned must include:	• selecting and using required:
	  • equipment
	  • PPE
	  • chemicals
	  • cleaning techniques.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3007 Remove carpet stains

Modification History

Release	Comment
Release 1	Replaces superseded non-equivalent CPPCCL2007A Perform basic stain removal. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also remove three different stains from each of the following types of carpet:

- one natural fibre carpet, selected from:
  - organic (plant) fibres, such as cotton and sisal
  - wool
- one synthetic fibre carpet, selected from:
  - acrylic
  - nylon
  - polyester.

Stain types to be removed during above work, must include three of the following:

- beverage
- candle wax
- chewing gum
- food
- grease
- heavy dirt build-up
- hospital waste
- industrial and chemical waste
- lipstick
- nail polish
- oil

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- plant stains
- shoe polish
- tar.

In doing the above work, the person must:

- identify site hazards and control risks before commencing the task
- identify type and characteristics of each carpet and its carpet fibres
- identify type of stain and cleaning techniques, cleaning equipment and chemicals required for the task
- correctly and safely handle waste.

Knowledge Evidence

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

- carpet characteristics, including:
  - carpet construction
  - features of fibres
- characteristics of different carpet stains and process for cleaning them according to type, duration of stain, and whether previous treatments and chemicals have been applied
- range and application of cleaning equipment and chemicals required to remove carpet stains
- environmental requirements relating to removing stains from carpets, including:
  - clean-up, containment and isolation procedures
  - emergency chemical spill control measures
  - environmental protection agency requirements relating to using and disposing of carpet cleaning chemicals
  - hazardous materials handling
  - use of low-energy carpet-cleaning methods
  - use of low-moisture carpet-cleaning methods
  - use of low water-use equipment and other water-efficient cleaning methods
  - use of non-chemical carpet-cleaning methods
- regulations, codes of practice and industry advisory standards relating to carpet cleaning, including AS/NZS 3733 Textile floor coverings – Cleaning maintenance of residential and commercial carpeting
- processes for safely handling and disposing of waste, including:
  - chemicals past their expiry date
  - litter
  - machine exhaust emissions
  - obsolete equipment
  - used containers
  - used or contaminated personal protective equipment (PPE)

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  - used or unused chemicals
- safe handling techniques for working with hazardous chemicals, including:
  - emergency chemical spill control measures
  - routes of entry and potential symptoms of exposure to chemicals
  - safe methods for diluting chemicals
  - working according to safety data sheets (SDS).

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as listed in the range of conditions
  - PPE as listed in the range of conditions
- materials:
  - cleaning chemicals as listed in the range of conditions
- specifications:
  - AS/NZS 3733 Textile floor coverings – Cleaning maintenance of residential and commercial carpeting
  - equipment operating manuals
  - product labels
  - SDS
- physical conditions:
  - suitable work site or venue with carpet stains as listed in the performance evidence
- relationships with team members and supervisor:
  - work may be conducted alone or as part of a team
- relationship with client:
  - communication with the client is required to confirm details of the carpet stain and for approval to proceed.

Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO3008 Mitigate carpet water damage

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCCL3008A Mitigate water damage. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to mitigate water damage to residential or commercial carpets by stopping the inflow of water, extracting water and drying out the carpet, and making the site safe before carpets are restored or replaced. It requires assessing the category of water ingress and selecting equipment and methods to perform tasks safely and efficiently.

The unit supports carpet cleaners who work alone or in teams. It applies in a range of commercial and residential work sites, and to water ingress caused by an overflow of water from bathrooms and laundries, toilet backflows, overflowing gutters, roof leaks, and rising external waters.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Plan and prepare to mitigate water damage.	1.1. Area of water damage is assessed, ***category*** and extent of water damage are determined, and issues are clarified.
		1.2. Work site ***hazards*** are assessed and risks controlled according to company, legislative, and ***health and safety requirements***.
		1.3. Suitable water extraction method is determined and technique for pumping extracted water is identified and confirmed.
		1.4. ***Equipment*** is selected according to job requirements, checked for serviceability, and faults are rectified or reported before starting work.
		1.5. ***Personal protective equipment*** (PPE) is sourced according to manufacturer specifications, and health and safety and company requirements.
		1.6. Tasks are sequenced to ensure maximum efficiency for completion.
		1.7. Signs and barricades are selected and installed according to health and safety, and company requirements.
2.	Undertake water mitigation processes.	2.1. Furniture and fittings are moved or removed according to job, health and safety, and company requirements.
		2.2. Water source is eliminated or contained according to health and safety and company requirements.
		2.3. Excess water is extracted and disposed of safely using required equipment and according to health and safety and company requirements.
		2.4. In-structure drying equipment is activated as required and drying progress is monitored according to company requirements.
		2.5. Work area is treated with antimicrobial chemicals as required.
		2.6. Options for carpet restoration or replacement are identified and discussed with client.
3.	Secure work site.	3.1. Furniture and fittings are returned to original position according to client requests, and health and safety requirements.

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		3.2.	Site is assessed as safe for access, and level of access allowed is communicated to client and required personnel.
		3.3.	Signs and barricades are removed according to health and safety, and company requirements.
4.	Clean and safety check equipment, and store equipment and chemicals.	4.1.	Equipment and PPE are cleaned, safety checked and stored according to manufacturer specifications and environmental, health and safety, and company requirements.
		4.2.	Unused chemicals are stored or disposed of according to manufacturer specifications, and health and safety and company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• dilute and mix required chemicals using whole numbers and routine fractions.
Oral communication skills to:	• communicate clearly and concisely with clients when explaining processes and expected outcomes • request advice or further information • respond clearly and concisely to client questions.

Reading skills to:	• interpret directions and safety instructions, including:
	  • equipment operating manuals
	  • product labels
	  • safety data sheets (SDS).

Writing skills to:	• document and report faults in equipment to manufacturer and other personnel.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are

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included. Bold italicised wording, if used in the performance criteria, is detailed below.

Category must include at least two of the following types of water:

- contaminated water:
  - black
  - grey
- non-contaminated water:
  - clean.

Hazards that must be assessed include:

- biological and environmental contaminants
- chemical exposure via absorption, ingestion and inhalation
- chemical reactivity
- dust and fibre particulates
- electrical
- environmental allergens
- explosions
- fatigue
- fire
- manual handling
- noise
- poor ventilation
- slips, trips and falls
- syringes and sharps
- working in confined spaces.

Health and safety requirements must include:

- access to communication devices when working alone
- compliance with Safe Work Australia regulations and guidelines
- electrical equipment test and tag compliance
- emergency response procedures
- environmental controls
- hazard signs and barricades
- health and safety induction and refresher training
- manual handling techniques
- processes for safely dispensing chemicals
- risk assessment procedures, including:
  - hazardous chemicals register
  - hierarchy of control
  - job safety analyses (JSA) for low-risk situations
  - safe work method statements (SWMS) for high-risk situations
  - incident reporting
- SDS
- selection and use of required PPE
- storage and maintenance of equipment according to manufacturer specifications

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	• use of first aid according to SDS information.
Equipment must include:	• air filtration device • carpet-drying equipment • dehumidification equipment • extraction tools and units • moisture detection tools.
Personal protective equipment must include at least two of the following:	• gloves • eye protection • protective clothing • respirators • safety shoes • wet-work clothing.

Unit Mapping Information

CPPCCL3008A Mitigate water damage

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3008 Mitigate carpet water damage

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCCL3008A Mitigate water damage. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also mitigate water damage at two different sites where one site contains black or grey water and one contains clean water.

In doing the above work, the person must:

- identify site hazards and control risks before commencing the task
- correctly classify the category of water damage as being:
  - clean water
  - black water
  - grey water
- identify source of water damage and prevent further damage
- select and use cleaning equipment, including personal protective equipment (PPE), required for the task
- identify and implement water mitigation methods suited to each task
- comply with company, health and safety, environmental and legislative requirements.

Knowledge Evidence

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

- environmental requirements relating to mitigating water damage, including:
  - clean-up, containment and isolation procedures
  - emergency chemical spill control measures

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  - environmental protection agency requirements relating to mitigating carpet water damage
  - hazardous materials handling
- carpet characteristics, including:
  - carpet construction
  - features of fibres
  - sub-flooring structures
  - underlay types
- correct techniques for extracting water and drying carpets
- key requirements of legislation, regulations, codes of practice and standards relating to mitigating water damage to carpets, including IICRC S500 Water Damage Restoration
- safe handling techniques for working with hazardous chemicals, including:
  - emergency chemical spill control measures
  - routes of entry and potential symptoms of exposure to chemicals
  - safe methods for diluting chemicals
  - working according to safety data sheets (SDS)
- types, characteristics and processes to identify different water categories:
  - clean
  - black
  - grey.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as listed in the range of conditions
  - PPE as listed in the range of conditions
- specifications:
  - equipment operating manuals
  - IICRC S500 Water Damage Restoration
  - product labels
  - SDS
  - safety instructions
- physical conditions:
  - work site or venue with water ingress
- relationships with team members and supervisor:
  - work may be conducted alone or as part of a team
- relationship with client:
  - verbal and written communication with the client to clarify job requirements and communicate plans and costs.

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Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO3009 Clean glass surfaces

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCLO2009A Clean glass surfaces. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'.

Application

This unit of competency specifies the outcomes required to clean glass surfaces, including mirrors, doors and windows, from the ground using extension poles to aid access if required. The unit covers assessing the extent of the cleaning task and selecting required equipment, chemicals and methods. All work is conducted according to job, health and safety, and company requirements.

The unit supports cleaners who work alone or in teams. It applies to ordinary or frosted glass or mirrors as well as to textured glass surfaces in a range of commercial and residential work sites.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Plan and prepare to clean glass surfaces.	1.1. Glass surfaces to be cleaned are assessed for extent of cleaning required and issues are clarified.
		1.2. Work site ***hazards*** are assessed and risks controlled according to company, legislative, and ***health and safety requirements***.
		1.3. Surface soil is inspected and identified as organic or inorganic and required ***cleaning techniques*** are confirmed.
		1.4. Glass surface is inspected for pre-existing damage and defects are reported according to company requirements.
		1.5. ***Equipment*** is selected according to job requirements, checked for serviceability, and faults are rectified or reported before starting work.
		1.6. ***Cleaning chemicals*** are selected and prepared according to manufacturer specifications, and health and safety and company requirements.
		1.7. ***Personal protective equipment*** (PPE) is sourced according to manufacturer specifications, and health and safety and company requirements.
		1.8. Signs and barricades are selected and installed according to health and safety, and company requirements.
2.	Clean glass.	2.1. Existing soil is carefully scraped from glass surface as required, using required equipment.
		2.2. Spot cleaning techniques are used according to specified requirements.
		2.3. Glass surface is washed and squeegeed according to specified requirements.
		2.4. Window edges and sills are wiped to remove soil and waste.
		2.5. Glass surface, surrounding areas and floor are checked to be free of chemicals, water and soil.
3.	Tidy work site.	3.1. Collected soil and waste are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements.

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		3.2.	Signs and barricades are removed according to health and safety, and company requirements.
4.	Clean and safety check equipment, and store equipment and chemicals.	4.1.	Equipment and PPE are cleaned, safety checked, and stored according to manufacturer specifications, and environmental, health and safety, and company requirements.
		4.2.	Unused chemicals are stored or disposed of according to manufacturer specifications, and health and safety and company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Numeracy skills to:	• dilute and mix chemicals required for cleaning tasks using whole numbers and routine fractions.
Oral communication skills to:	• ask questions to clarify job requirements • respond clearly and concisely to client questions • report faults or damage.

Reading skills to:	• interpret simple, structured manufacturer instructions when using equipment and preparing chemicals
	• interpret directions and safety instructions, including:
	  • equipment operating manuals
	  • product labels
	  • safety data sheets (SDS).

Writing skills to:	• document and report faults in equipment to manufacturer and other personnel.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Hazards that must be	• biological and environmental contaminants • chemical exposure via absorption, ingestion and inhalation

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assessed include:

- chemical reactivity
- dust and fibre particulates
- electrical
- environmental allergens
- explosions
- fatigue
- fire
- manual handling
- noise
- poor ventilation
- slips, trips and falls
- syringes and sharps
- working in confined spaces.

Health and safety requirements must include:

- access to communication devices when working alone
- compliance with Safe Work Australia regulations and guidelines
- electrical equipment test and tag compliance
- emergency response procedures
- environmental controls
- hazard signs and barricades
- health and safety induction and refresher training
- manual handling techniques
- processes for safely dispensing chemicals
- risk assessment procedures, including:
  - hazardous chemicals register
  - hierarchy of control
  - job safety analyses (JSA) for low-risk situations
  - safe work method statements (SWMS) for high-risk situations
  - incident reporting
- SDS
- selection and use of required PPE
- storage and maintenance of equipment according to manufacturer specifications
- use of first aid according to SDS information.

Cleaning techniques must include:

- pre-spraying
- scraping
- spot cleaning
- squeegeeing
- wiping.

Equipment must include a squeegee and at least two of the

- bucket
- chamois

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following:	• cobwebber • extension pole • glass scraper • hose • lamb's wool applicator • lint-free cloths • microfibre products.
Cleaning chemicals must include at least one of the following:	• glass cleaners • solvent cleaners • surfactants.
Personal protective equipment must include at least two of the following:	• eye protection • gloves • masks • safety shoes • sun protection.

Unit Mapping Information

CPPCLO2009A Clean glass surfaces

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3009 Clean glass surfaces

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCLO2009A Clean glass surfaces. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also clean three different glass surfaces, including:

- one ordinary glass (including mirror) or frosted glass surface measuring at least 1.5 metres in height or length, in which the work must involve:
  - selecting and using required cleaning equipment, including a squeegee
  - spot cleaning the glass
  - removing smears and drips from the glass and surrounding surfaces and floor
- one textured glass surface, in which the work must involve:
  - selecting and using required cleaning equipment
  - spot cleaning the glass
  - conducting full clean of the glass to remove all soil
  - removing smears and drips from the glass and surrounding surfaces and floor
- one ordinary frosted or textured glass surface, in which the work must involve:
  - removing three different inorganic soils from the glass surface using required cleaning techniques, one of which must require use of the scraping technique
  - selecting and using required cleaning equipment.

In doing the above work, the person must:

- identify and plan for work site hazards
- identify types and characteristics of glass surfaces and select cleaning equipment and chemicals required for the task
- use safe and efficient cleaning techniques
- correctly and safely handle waste, including contaminated materials.

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Knowledge Evidence

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

- types of glass surfaces, their characteristics and required cleaning methods
- types and characteristics of organic and inorganic soils and required cleaning chemicals, equipment and methods of treatment
- application methods for cleaning glass using microfibre products, including using:
  - cloth and water in spray bottle to spot clean low-level stains
  - damp mops and cloths for surface cleaning and finishing
  - dry mopping techniques
- environmental requirements relating to cleaning glass surfaces, including:
  - clean-up, containment and isolation procedures
  - emergency chemical spill control measures
  - environmental protection agency requirements relating to cleaning glass surfaces
  - hazardous materials handling
  - use of low-energy cleaning methods
  - use of low-moisture cleaning methods
  - use of low water-use equipment and water-efficient cleaning methods
  - use of non-chemical cleaning methods
- methods for cleaning and maintaining cloths, including:
  - air drying for optimal performance
  - avoiding fabric softeners
  - regular hand or machine washing in hot soapy water
  - removing stains with hot water and washing liquid
  - washing products on their own to avoid static transfer of lint
- processes for safely handling and disposing of waste, including:
  - chemicals past their expiry date
  - obsolete equipment
  - packaging
  - used containers
  - used or contaminated personal protective equipment (PPE)
  - used or unused chemicals
- range and use of cleaning chemicals and equipment for cleaning glass surfaces
- safe handling techniques for working with hazardous chemicals, including:
  - emergency chemical spill control measures
  - routes of entry and potential symptoms of exposure to chemicals
  - safe methods for diluting chemicals
  - working according to safety data sheets (SDS).

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Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as listed in the range of conditions
  - PPE as listed in the range of conditions
- materials:
  - cleaning chemicals as listed in the range of conditions
- specifications:
  - equipment operating manuals
  - product labels
  - SDS
- physical conditions:
  - venue with access to glass surfaces as listed in the performance evidence
- relationships with team members and supervisor:
  - work may be conducted alone or as part of a team.

Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO3010 Apply odour control to carpets

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCCL3010A Apply odour control to carpets. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to remove odours from carpets by identifying the type of odour, and selecting and applying odour control methods according to the odour and carpet type.

The unit supports carpet cleaners who work alone or in teams. It applies in a range of commercial and residential work sites. The source of carpet odours can be due to factors such as animal or human body odour, animal waste, chemicals, decaying matter, faeces, fire damage, mould, urine, vomit and water damage.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.

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1.	Plan and prepare to apply odour control.	1.1.	***Carpet type*** and condition are assessed, cause of odour is identified, and odour treatment techniques are confirmed according to job requirements.
		1.2.	Work site ***hazards*** are assessed and risks controlled according to company, legislative, and ***health and safety requirements***.
		1.3.	***Equipment*** is selected according to job requirements, checked for serviceability, and faults are rectified or reported before starting work.
		1.4.	***Personal protective equipment*** (PPE) is sourced according to manufacturer specifications, and health and safety and company requirements.
		1.5.	***Cleaning chemicals*** are selected and prepared according to manufacturer specifications, and health and safety and company requirements.
		1.6.	Signs and barricades are selected and installed according to health and safety, and company requirements.
		1.7.	Pre-existing damage is identified and reported according to company requirements.
2.	Apply treatment.	2.1.	Furniture and fittings are removed to allow cleaning tasks to be performed.
		2.2.	Soiled carpet is cleaned using required cleaning methods, in preparation for odour control.
		2.3.	Odour control treatment is applied to carpet using equipment and chemicals, according to manufacturer specifications and company requirements.
		2.4.	Odour control chemicals are left to dwell according to manufacturer specifications.
		2.5.	Chemical residue is removed from treated carpet area and odour of treated area is compared with surrounding surface to determine need for further action according to work order and company requirements.
		2.6.	Results are reported according to company requirements.
3.	Tidy work site.	3.1.	Collected soil and waste are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements.

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		3.2.	Furniture and fittings are returned to original position according to client requests, work order, and health and safety requirements.
		3.3.	Signs and barricades are removed according to health and safety, and company requirements.
4.	Clean and safety check equipment, and store equipment and chemicals.	4.1.	Equipment and PPE are cleaned, safety checked and stored according to manufacturer specifications and environmental, health and safety, and company requirements.
		4.2.	Unused chemicals are stored or disposed of according to manufacturer specifications, and health and safety and company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• dilute and mix required chemicals using whole numbers and routine fractions.
Oral communication skills to:	• ask questions to clarify job requirements • respond clearly and concisely to client questions.

Reading skills to:	• interpret simple, structured manufacturer instructions when using equipment and preparing chemicals
	• interpret directions and safety instructions, including:
	  • product labels
	  • safety data sheets (SDS).

Writing skills to:	• report faults in equipment to manufacturer and other personnel • provide written record of work undertaken and results achieved.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

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Carpet types must include:

- natural fibre:
  - organic (plant) fibres, such as cotton and sisal
  - wool
- synthetic fibre:
  - acrylic
  - nylon
  - polyester
  - polypropylene.

Hazards that must be assessed include:

- biological and environmental contaminants
- chemical exposure via absorption, ingestion and inhalation
- chemical reactivity
- dust and fibre particulates
- electrical
- environmental allergens
- explosions
- fatigue
- fire
- manual handling
- noise
- poor ventilation
- slips, trips and falls
- syringes and sharps
- working in confined spaces.

Health and safety requirements must include:

- access to communication devices when working alone
- compliance with Safe Work Australia regulations and guidelines
- electrical equipment test and tag compliance
- emergency response procedures
- environmental controls
- hazard signs and barricades
- health and safety induction and refresher training
- manual handling techniques
- processes for safely dispensing chemicals
- risk assessment procedures, including:
  - hazardous chemicals register
  - hierarchy of control
  - job safety analyses (JSA) for low-risk situations
  - safe work method statements (SWMS) for high-risk situations
  - incident reporting
- SDS
- selection and use of required PPE

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	• storage and maintenance of equipment according to manufacturer specifications • use of first aid according to SDS information.
Equipment must include at least two of the following:	• air scrubber • carpet groomer • carpet repair kit • chemical hand spray unit • cleaning cloths • eye dropper • fogger • hair dryer • nylon bristle brush • ozone machine • scraper or spatula • sponge • steam generator • steam iron.
Personal protective equipment must include at least two of the following:	• gloves • eye protection • disposable respirators • protective clothing • safety shoes • splash-proof face masks • tongs.
Cleaning chemicals must include at least one of the following:	• acid cleaners • alkaline cleaners • antimicrobial • low environmental impact chemicals • neutral cleaners • odour neutralising, masking and destruction agents • ozone gas • sealers • solvent cleaner.

Unit Mapping Information

CPPCCL3010A Apply odour control to carpets

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3010 Apply odour control to carpets

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCCL3010A Apply odour control to carpets. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also remove three different odours from each of the following carpet types, where:

- one carpet type must be a natural fibre selected from:
  - organic (plant) fibres, such as cotton and sisal
  - wool
- one carpet type must be a synthetic fibre selected from:
  - acrylic
  - nylon
  - polyester
  - polypropylene.

The odour types to be removed from each of the above carpets, must include three of the following:

- animal or human body odour
- animal waste
- chemicals
- decaying matter
- faeces
- fire damage
- mould
- urine

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- vomit
- water damage.

In doing the above work, the person must:

- identify site hazards and control risks before commencing the task
- correctly identify type and characteristics of carpet to be treated
- correctly and safely classify the type of odour
- select and prepare equipment, including personal protective equipment (PPE), and chemicals required for the task
- prepare the work site
- comply with company, legislative and environmental requirements relating to applying odour control to carpets.

Knowledge Evidence

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

- environmental requirements relating to applying odour control to carpets, including:
  - clean-up, containment and isolation procedures
  - environmental protection agency requirements relating to applying odour control to carpets
- types and characteristics of carpets and fibres
- cleaning options for carpet, including:
  - low environmental impact chemicals
  - low moisture
  - water-efficient methods
- key requirements of legislation, regulations, codes of practice and industry advisory standards relating to applying odour control to carpets, including AS/NZS 3733 Textile floor coverings – Cleaning maintenance of residential and commercial carpeting
- range and application of different odour treatment techniques:
  - chemical treatment followed by:
    - extraction spot cleaning
    - heat application process
    - transfer method using hand application
  - sealing floor
  - lifting and refitting carpet
  - removing and replacing pad
- safe handling techniques for working with hazardous chemicals, including:
  - emergency chemical spill control measures
  - routes of entry and potential symptoms of exposure to chemicals
  - safe methods for diluting chemicals
  - working according to safety data sheets (SDS).

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Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as listed in the range of conditions
  - PPE as listed in the range of conditions
- materials:
  - cleaning chemicals as listed in the range of conditions
- specifications:
  - AS/NZS 3733 Textile floor coverings – Cleaning maintenance of residential and commercial carpeting
  - SDS
- physical conditions:
  - work site or venue with carpets as listed in the range of conditions
- relationships with team members and supervisor:
  - work may be conducted alone or as part of a team
- relationship with client:
  - communications with the client to confirm and clarify job requirements.

Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO3011 Clean using environmentally sustainable work practices

Modification History

Release 1.

Revised unit of competency replacing superseded non-equivalent CPPCMN3001B Participate in environmentally sustainable work practices.

This version first released with CPP Property Services Training Package Version 4.

Application

This unit of competency specifies the outcomes required to clean using the environmentally sustainable work practices defined by company and government compliance requirements. The unit covers identifying resource use, ensuring compliance with regulatory requirements, and contributing to improvements in environmentally sustainable work practices.

The unit supports cleaners who work alone or in teams. It applies in a range of commercial and residential work sites.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.

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1.	Identify requirements for sustainable work practices**.**	1.1. Company sustainability targets and measures for ensuring sustainable work practices are identified and confirmed.
		1.2. Impact of own work and ***resource*** consumption on sustainability measures is identified in discussion with supervisor.
		1.3. Company policies and procedures regarding resource efficiency issues are identified and benefits communicated to clients and colleagues.
2.	Comply with environmental regulations.	2.1. Company environmental regulations are identified for the cleaning site or task and applied to planning.
		2.2. Breaches or potential breaches of environmental regulations are reported according to company requirements.
		2.3. Changes to sustainable work practices to rectify breaches are identified and followed.
3.	Contribute to resource efficiency improvements.	3.1. Practical ways to increase water usage efficiency and minimise waste are identified and followed.
		3.2. Own waste management practices and resource usage are monitored and opportunities to minimise waste and maximise resource efficiency are identified.
		3.3. Suggestions for improving resource efficiency in own work area are submitted to and discussed with designated personnel.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Numeracy skills to:	• measure and calculate in order to monitor own resource use.
Oral communication skills to:	• ask questions to clarify job requirements • respond clearly and concisely to client questions.
Reading skills to:	• interpret company policies and procedures relating to environmentally sustainable work practices and requirements.

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Writing skills to:	• document suggestions for improved work practices using required company procedures.
Teamwork skills to:	• contribute to team interactions when discussing opportunities to improve environmentally sustainable work practices.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Resources must include at least two of the following:	• bin liners • cleaning chemicals • cleaning cloths • electricity usage • hand towels • liquid soap • toilet paper • water usage.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3011 Clean using environmentally sustainable work practices

Modification History

Release 1.

Revised unit of competency replacing superseded non-equivalent CPPCMN3001B Participate in environmentally sustainable work practices.

This version first released with CPP Property Services Training Package Version 4.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also identify and apply environmentally sustainable work practices while undertaking three different cleaning tasks, which must:

- involve the use of cleaning products, such as cleaning chemicals and water
- support company environmental sustainability policy and related procedures.

In doing the above work, the person must:

- locate and interpret company environmental sustainability policies and procedures relating to the three cleaning tasks
- contribute to the company's sustainability targets by suggesting one resource efficiency
- identify opportunities to improve own resource efficiency.

Knowledge Evidence

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

- benefits of efficient and environmentally sustainable use of resources
- key requirements of industry codes, legislation, regulations and standards relating to environmentally sustainable cleaning work practices
- principles of environmental sustainability and their application to cleaning
- environmental and resource efficiency systems and procedures relevant to own work area
- techniques for minimising environmental risks and maximising opportunities to improve environmental performance, including:
  - efficient energy use

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- efficient water use
- minimising use of chemicals
- implementing waste management hierarchy.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- specifications:
  - company's sustainability targets
- physical conditions:
  - work site where cleaning tasks are undertaken
- relationships with team members and supervisor:
  - work may be conducted alone or as part of a team.

Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO3012 Repair and reinstall carpets

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCCL2006A Identify carpet fibre and construction, CPPCCL3011A Perform carpet repair and reinstallation and CPPCCL3012A Perform carpet colour repair and reinstallation. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to perform carpet re-stretching, seam repairs, patch work, colour repair, and basic carpet installation repairs. The unit covers assessing the extent of the repair and reinstallation task by identifying client requirements and examining the characteristics of the carpeted floor. The selection of suitable equipment and methods is essential for performing the task safely and efficiently.

The unit supports carpet cleaners who work alone or in teams. It applies in a range of commercial and residential work sites.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Plan and prepare.	1.1.	Job requirements are identified and confirmed with required personnel.
		1.2.	***Health and safety requirements*** for site and type of work to be undertaken are identified and applied to planning.
		1.3.	Work site ***hazards*** are assessed and risks controlled according to company, legislative, and health and safety requirements.
		1.4.	Carpet repair and reinstallation ***equipment*** and ***materials*** are selected to carry out tasks according to job requirements, checked for serviceability, and faults are rectified or reported before starting work.
		1.5.	***Personal protective equipment*** (PPE) is sourced according to manufacturer specifications, and health and safety and company requirements.
		1.6.	Signs and barricades are selected and installed according to health and safety, and company requirements.
2.	Determine methods for repair and reinstallation.	2.1.	***Carpet type***, condition, fibre, construction method and ***sub-flooring*** are identified.
		2.2.	Colour fastness of carpet is tested and agents causing colour damage are identified.
		2.3.	***Repair and reinstallation techniques*** are selected and confirmed according to assessment of carpet and company requirements.
3.	Repair and reinstall carpet.	3.1.	Furniture and fittings are moved or removed according to health and safety and company requirements.
		3.2.	Carpet is repaired using required techniques, equipment and materials according to manufacturer specifications and legislative, health and safety, and company requirements.
		3.3.	Cleaning chemical is applied followed by extraction or heat transfer method according to manufacturer specifications and company requirements.
		3.4.	Treated area is compared with surrounding surface to determine need for further action according to company

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			requirements.
		3.5.	Spot dye baths are prepared and applied according to manufacturer specifications and company requirements.
		3.6.	Carpet is reinstalled using required reinstallation method.
		3.7.	Results are documented and reported according to company requirements.
4.	Tidy work site.	4.1.	Collected soil and waste are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements.
		4.2.	Furniture and fittings are returned to original position according to job requirements.
		4.3.	Signs and barricades are removed according to health and safety, and company requirements.
5.	Clean and safety check equipment, and store equipment and chemicals.	5.1.	Equipment and PPE are cleaned, safety checked and stored according to manufacturer specifications and environmental, health and safety, and company requirements.
		5.2.	Unused chemicals are stored or disposed of according to manufacturer specifications, and health and safety and company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• dilute and mix required chemicals using whole numbers and routine fractions.
Oral communication skills to:	• ask questions to clarify job requirements • respond clearly and concisely to client questions.

Reading skills to:	• interpret directions and safety instructions, including:
	  • equipment operating manuals
	  • product labels
	  • safety data sheets (SDS).

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Writing skills to:	• document and report faults in equipment to manufacturer and other personnel.
Teamwork skills to:	• work collaboratively with others on site when repairing carpets.
Initiative and enterprise skills to:	• identify errors in own work and rectify faults.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Health and safety requirements must include:

- access to communication devices when working alone
- compliance with Safe Work Australia regulations and guidelines
- electrical equipment test and tag compliance
- emergency response procedures
- environmental controls
- hazard signs and barricades
- health and safety induction and refresher training
- manual handling techniques
- processes for safely dispensing chemicals
- risk assessment procedures, including:
  - hazardous chemicals register
  - hierarchy of control
  - job safety analyses (JSA) for low-risk situations
  - safe work method statements (SWMS) for high-risk situations
  - incident reporting
- SDS
- selection and use of required PPE
- storage and maintenance of equipment according to manufacturer specifications
- use of first aid according to SDS information.

Hazards that must be assessed include:

- biological and environmental contaminants
- chemical exposure via absorption, ingestion and inhalation
- chemical reactivity
- dust and fibre particulates
- electrical
- environmental allergens

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- explosions
- fatigue
- fire
- manual handling
- noise
- poor ventilation
- slips, trips and falls
- syringes and sharps
- working in confined spaces.

Equipment must include at least two of the following:

- glue guns with glue sticks
- hammers
- seam rollers
- seaming irons
- spatulas
- stair tools
- trimming knives.

Materials must include at least two of the following:

- adhesives
- awls
- duct tape
- kickers
- latex
- masking tape
- metal bars
- nails of various sizes and for different backing surfaces
- napping shears
- power stretchers
- protector boards
- seaming tape
- tackless carpet grippers.

Personal protective equipment must include at least two of the following:

- disposable respirators
- eye protection
- gloves
- kneepads
- protective clothing
- safety shoes.

Carpet types must include:

- natural fibre:
  - organic (plant) fibres, such as cotton and sisal
  - wool
- synthetic fibre:
  - acrylic
  - nylon

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	• polyester • polypropylene.
Sub-flooring must include at least one of the following:	• concrete • old carpet • wood • wood panelling.
Repair and reinstallation techniques must include at least one of the following:	• gluing • replacing • re-stretching • sewing.

Unit Mapping Information

CPPCCL2006A Identify carpet fibre and construction, CPPCCL3011A Perform carpet repair and reinstallation and CPPCCL3012A Perform carpet colour repair and reinstallation

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3012 Repair and reinstall carpets

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCCL2006A Identify carpet fibre and construction, CPPCCL3011A Perform carpet repair and reinstallation and CPPCCL3012A Perform carpet colour repair and reinstallation. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also:

- repair one natural fibre carpet and one synthetic fibre carpet specified in the range of conditions
- select and apply repair equipment, materials and each of the following techniques:
  - gluing
  - replacing
  - re-stretching
  - sewing
- reinstall one natural or synthetic fibre carpet to an area measuring at least three square metres, using reinstallation techniques, equipment and materials specific to the carpet type and area.

In doing the above repair and installation work, the person must:

- identify site hazards and control risks before commencing the task
- identify type of carpet, sub-flooring and carpet installation method required for the job
- identify type of damage to carpet and its source
- clean repaired or reinstalled carpet using required cleaning and neutralisation methods.

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Knowledge Evidence

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

- colour theory and range of carpet dye methods, including:
  - acid
  - beck
  - continuous
  - differential
  - print
  - solution
  - space
  - spray
  - stock
  - yarn
- range and characteristics of agents causing colour damage to carpet, including:
  - airborne pollutants
  - bleaches
  - dye strippers and reducing agents
  - fluorocarbons
  - hydrocarbons
  - oxidising agents
  - pesticides
  - pharmaceutical preparations
  - ultraviolet light from sunlight and artificial light
- types and applications of different carpet testing methods, including:
  - burn test
  - chemical test
  - sink and float test
- types, characteristics and repair methods for different carpets
- types of carpet construction methods and their characteristics, including:
  - flocked
  - fusion bonded
  - needle punched
  - tufted
  - woven
- types of carpet installation methods, including:
  - direct stick
  - double bond
  - loose lay
  - stretch in

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  - tackless carpet gripper
  - turn and tack
  - two-sided tape
- types of different underlay, including:
  - crumble foam
  - felt
  - foam
  - sandwich
  - urethane
  - waffle rubber
- types of carpet fibres, including:
  - continuous filament
  - staple yarn
- type and characteristics of different carpet yarn types, including:
  - heat set
  - plied
  - single
  - textured
  - twist
- range of different pile or tuft types, including:
  - cut
  - cut and loop
  - loop
- types and characteristics of carpet backing materials, including:
  - cotton
  - jute
  - latex
  - polyester
  - polypropylene
  - polyvinyl chloride (PVC)
- environmental requirements relating to repairing and reinstalling carpet, including:
  - clean-up, containment and isolation procedures
  - environmental protection agency requirements relating to repairing and reinstalling carpets
- key requirements of legislation, regulations, codes of practice and industry advisory standards relating to carpet repair and reinstallation, including AS/NZS 2455 Textile floor coverings – Installation practice
- processes for safely handling and disposing of waste, including:
  - chemicals past their expiry date
  - machine exhaust emissions

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  - obsolete equipment
  - used containers
  - used or contaminated personal protective equipment (PPE)
  - used or unused chemicals
- safe handling techniques for working with hazardous chemicals, including:
  - emergency chemical spill control measures
  - routes of entry and potential symptoms of exposure to chemicals
  - safe methods for diluting chemicals
  - working according to safety data sheets (SDS).

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as listed in the range of conditions
  - PPE as listed in the range of conditions
- materials:
  - as listed in the range of conditions
- specifications:
  - AS/NZS 2455 Textile floor coverings – Installation practice
  - equipment operating manuals
  - product labels
  - SDS
  - safety instructions
- physical conditions:
  - work site or venue with carpets
- relationships with team members and supervisor:
  - work may be conducted alone or as part of a team.

Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the Standards for Registered Training Organisations (RTOs) current at the time of assessment.

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO3013 Clean window coverings

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCLO3013A Clean window coverings. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to assess the condition of blinds, curtains, screens and associated fixtures, and select required equipment, chemicals and methods to remove dirt and grime from a range of window coverings.

The unit supports cleaners who work alone or in teams. It applies to a range of window coverings, including blinds, curtains and screens in commercial and residential work sites.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Plan and prepare to clean window	1.1. Work instructions are obtained and window coverings and fixtures to be cleaned are assessed for type, fixture

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	coverings.		method and scope of cleaning required.
		1.2.	Work site ***hazards*** are assessed and risks controlled according to company, legislative, and ***health and safety requirements***.
		1.3.	***Soil type*** is identified by observation and required cleaning chemicals are selected and prepared.
		1.4.	***Equipment*** is selected according to job requirements, checked for serviceability, and faults are rectified or reported before starting work.
		1.5.	***Personal protective equipment*** (PPE) is sourced according to manufacturer specifications, and health and safety, and company requirements.
		1.6.	Signs and barricades are selected and installed according to health and safety, and company requirements.
		1.7.	Locations of washing and drying sites are selected according to health and safety, and legislative requirements.
		1.8.	Pre-existing damage is identified and reported according to company requirements.
2.	Clean and refit window coverings.	2.1.	Window coverings and fixtures are removed according to health and safety and company requirements and loose fittings are tagged to ensure correct refit.
		2.2.	Window coverings are sorted according to washing method and company requirements.
		2.3.	Window coverings are washed, rinsed, and excess water is removed using equipment, chemicals and ***cleaning techniques***, and according to health and safety requirements.
		2.4.	Window coverings are dried, checked and spot cleaned according to company requirements.
		2.5.	Window coverings are refitted and checked to be in working order according to manufacturer specifications.
3.	Tidy work site.	3.1.	Wash area is cleaned according to company requirements.
		3.2.	Collected soil and waste are disposed of according to client and company specifications, and legislative,

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			environmental, and health and safety requirements.
		3.3.	Signs and barricades are removed according to health and safety, and legislative requirements.
4.	Clean and safety check equipment, and store equipment and chemicals.	4.1.	Equipment and PPE are cleaned, safety checked and stored according to manufacturer specifications and environmental, health and safety, and company requirements.
		4.2.	Unused chemicals are stored or disposed of according to manufacturer specifications, and health and safety and company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Numeracy skills to:	• dilute and mix chemicals required for cleaning tasks using whole numbers and routine fractions.
Oral communication skills to:	• communicate clearly and concisely when requesting advice or further information and responding to client questions.

Reading skills to:	• interpret simple, structured manufacturer instructions when using equipment and preparing chemicals
	• interpret directions and safety instructions, including:
	  • equipment operating manuals
	  • product labels
	  • safety data sheets (SDS).

Writing skills to:	• document and report faults in equipment to manufacturer and other personnel.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Hazards that must be	• biological and environmental contaminants

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assessed include:	• chemical exposure via absorption, ingestion and inhalation • chemical reactivity • dust and fibre particulates • electrical • environmental allergens • explosions • fatigue • fire • manual handling • noise • poor ventilation • slips, trips and falls • syringes and sharps • working in confined spaces.

Health and safety requirements must include:	• access to communication devices when working alone
	• compliance with Safe Work Australia regulations and guidelines
	• electrical equipment test and tag compliance
	• emergency response procedures
	• environmental controls
	• hazard signs and barricades
	• health and safety induction and refresher training
	• manual handling techniques
	• processes for safely dispensing chemicals
	• risk assessment procedures, including:
	  • hazardous chemicals register
	  • hierarchy of control
	  • job safety analyses (JSA) for low-risk situations
	  • safe work method statements (SWMS) for high-risk situations
	  • incident reporting
	• SDS
	• selection and use of required PPE
	• storage and maintenance of equipment according to manufacturer specifications
	• use of first aid according to SDS information.

Soil types must include at least three of the following:	• adhered soil • cobwebs • dust • mould or mildew • nicotine stains • oil • paint

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	• road grime.
Equipment must include at least two of the following:	• access equipment • brushes • chamois • cleaning cloths • garbage bins • hoses • hot air dryers • microfibre products • pressure-washing equipment • scourers • soft brooms • water extraction machines.
Personal protective equipment must include at least two of the following:	• gloves • eye protection • safety shoes • sun protection • wet-work clothing.
Cleaning techniques must include at least six of the following:	• air blowing • dusting • low-water cleaning methods, such as using microfibre cleaning products • pressure washing • rinsing • scrubbing • spot cleaning • water extraction • wiping.

Unit Mapping Information

CPPCLO3013A Clean window coverings

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3013 Clean window coverings

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCLO3013A Clean window coverings. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also clean one fixed awning and:

- two of the following blinds:
  - holland blinds
  - roman blinds
  - venetian blinds
  - vertical blinds
- two of the following curtains:
  - lined curtains
  - unlined curtains
  - pelmet systems
- two of the following screens:
  - flywire screens
  - securing screens
  - shutter screens.

In doing the above work, the person must select and prepare required cleaning chemicals to clean each window covering. By the end of the whole task, the person must have removed three of the following soil types:

- adhered soil
- cobwebs

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- dust
- mould and mildew
- nicotine stains
- oil
- paint
- road grime.

In doing the above work, the person must demonstrate six of the following cleaning techniques:

- air blowing
- dusting
- low-water cleaning methods, such as using microfibre cleaning products
- pressure washing
- rinsing
- scrubbing
- spot cleaning
- water extraction
- wiping.

During the above work, the person must also:

- identify type and characteristics of window coverings and fixtures
- select and prepare cleaning equipment, including personal protective equipment (PPE)
- select and apply safe and efficient cleaning methods
- remove, clean and refit window coverings according to specified requirements.

Knowledge Evidence

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

- environmental requirements relating to the use of chemicals and cleaning equipment when cleaning window coverings, including:
  - clean-up, containment and isolation procedures
  - low-energy cleaning methods
  - low environmental impact chemicals
  - low-moisture cleaning methods
  - low water-use equipment and water-efficient cleaning methods
  - non-chemical cleaning methods
- types of different window covering surfaces and their suitability for either wet or dry cleaning
- range of techniques and methods to clean window coverings, including:
  - basic wash-down

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    - full immersion wash
    - spot cleaning
- cleaning chemicals and equipment suitable for cleaning window coverings, and their application for different window covering surfaces
- cleaning techniques for safely removing different soil types from different window coverings
- key requirements of legislation, regulations, codes of practice and industry advisory standards relating to cleaning window coverings
- processes for safely handling and disposing of waste, including:
    - chemicals past their expiry date
    - obsolete equipment
    - packaging
    - used containers
    - used or contaminated PPE
    - used or unused chemicals
- safe handling techniques for working with hazardous chemicals, including:
    - emergency chemical spill control measures
    - routes of entry and potential symptoms of exposure to chemicals
    - safe methods for diluting chemicals
    - working according to safety data sheets (SDS)
- types of window coverings and fixtures, their characteristics and methods of operation.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
    - as listed in the range of conditions
    - PPE as listed in the range of conditions
- materials:
    - acid cleaners
    - alkaline cleaners
    - low environmental impact chemicals
    - neutral cleaners
    - solvent cleaners
- specifications:
    - equipment operating manuals
    - product labels
    - SDS
- physical conditions:
    - work site or venue with a range of window covering types listed in the performance evidence

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- relationships with team members and supervisor:
  - work may be conducted alone or as part of a team.

Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO3014 Maintain clean-room environments

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCLO3014A Maintain clean-room environments. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to ensure clean-room environments housing electronic and other sensitive equipment are cleaned and maintained to avoid dust and moisture entering equipment and cabling. It covers assessing the extent of the cleaning task and selecting and using the equipment, chemicals and methods required for the task.

The unit supports cleaners who work alone or in teams. It applies in a range of commercial and residential work sites. Clean rooms may be used for specialised computer installations, computer equipment repairs, installation of PABX units, manufacturing electronic components, laboratories and sterile rooms for food manufacturing. Some clean rooms may be pressurised to reduce the amount of dust entering the room.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised

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essential outcomes.	text is used, further information is detailed in the range of conditions.
1. Assess area to be cleaned.	1.1. Clean room is ***assessed*** and issues are clarified as required.
	1.2. Work site ***hazards*** are assessed and risks controlled according to company, legislative, and ***health and safety requirements***.
	1.3. Required ***equipment*** is selected according to job requirements, checked for serviceability, and faults are rectified or reported before starting work.
	1.4. Required ***cleaning chemicals*** are selected and prepared.
	1.5. ***Personal protective equipment*** (PPE) is sourced according to manufacturer specifications, and health and safety and company requirements.
	1.6. Cleaning procedures are planned and sequenced to start from work site highest point and move to lowest according to job, health and safety, and company requirements.
	1.7. Signs and barricades are selected and installed according to health and safety, and company requirements.
	1.8. Pre-existing damage is identified and reported according to company requirements.
2. Implement cleaning plan.	2.1. Furniture and fittings are removed to allow cleaning tasks to be performed.
	2.2. Equipment, chemicals and cleaning techniques are used to remove soil and clean surfaces according to manufacturer specifications, and health and safety and company requirements.
	2.3. Clean-room maintenance work is performed to minimise damage caused by electrostatic or electromagnetic contamination and loosening of cables or wiring according to manufacturer specifications and legislative, health and safety, and company requirements.
3. Tidy work site.	3.1. Collected soil and waste are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements.

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		3.2.	Furniture and fittings are returned to original position according to job requirements.
		3.3.	Signs and barricades are removed according to health and safety, and company requirements.
4.	Clean and safety check equipment, and store equipment and chemicals.	4.1.	Equipment and PPE are cleaned, safety checked and stored according to manufacturer specifications and environmental, health and safety, and company requirements.
		4.2.	Unused chemicals are stored or disposed of according to manufacturer specifications, and health and safety and company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Numeracy skills to:	• dilute and mix chemicals required for cleaning tasks using whole numbers and routine fractions.
Oral communication skills to:	• ask questions to clarify job requirements.

Reading skills to:	• interpret simple, structured manufacturer instructions when using equipment and preparing chemicals
	• interpret directions and safety instructions, including:
	  • equipment operating manuals
	  • product labels
	  • safety data sheets (SDS).

Writing skills to:	• document and report faults in equipment to manufacturer and other personnel.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

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Assessed must include:

- extent of cleaning required
- types of clean-room surfaces to be cleaned, which must include at least two of the following:
  - benchtops and work stations
  - cabling
  - ceilings
  - equipment casings
  - hard floor surfaces
  - soft floor surfaces, such as special dust-catching carpets
- types of clean-room fittings to be cleaned, which must include at least four of the following:
  - cameras
  - furniture
  - glass
  - lights
  - monitors
  - skylights
  - smoke detectors
  - sprinkler systems
  - vents and grilles
- potential for damage to clean-room equipment.

Hazards that must be assessed include:

- biological and environmental contaminants
- chemical exposure via absorption, ingestion and inhalation
- chemical reactivity
- dust and fibre particulates
- electrical
- environmental allergens
- explosions
- fatigue
- fire
- manual handling
- noise
- poor ventilation
- slips, trips and falls
- syringes and sharps
- working in confined spaces.

Health and safety requirements must include:

- access to communication devices when working alone
- compliance with Safe Work Australia regulations and guidelines
- electrical equipment test and tag compliance
- emergency response procedures
- environmental controls

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- hazard signs and barricades
- health and safety induction and refresher training
- manual handling techniques
- processes for safely dispensing chemicals
- risk assessment procedures, including:
  - hazardous chemicals register
  - hierarchy of control
  - job safety analyses (JSA) for low-risk situations
  - safe work method statements (SWMS) for high-risk situations
  - incident reporting
- SDS
- selection and use of required PPE
- storage and maintenance of equipment according to manufacturer specifications
- use of first aid according to SDS information.

Equipment must include at least two of the following:

- brooms
- buckets
- buffing machines with brushes and pads
- cleaning trolleys
- dustpans
- extension poles
- garbage bins
- glass cleaning equipment
- lint-free and anti-static cleaning cloths
- microfibre products
- mops:
  - damp
  - dust
- scourers
- vacuum cleaners and accessories.

Cleaning chemicals must include at least one of the following:

- acid cleaners
- alkaline cleaners
- low environmental impact chemicals
- neutral cleaners
- solvent cleaners.

Personal protective equipment must include at least two of the following:

- gloves
- eye protection
- masks
- protective clothing
- safety shoes.

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Unit Mapping Information

CPPCLO3014A Maintain clean-room environments

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3014 Maintain clean-room environments

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCLO3014A Maintain clean-room environments. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also maintain each of the following surfaces in two different clean-room environments:

- benchtops and work stations
- cabling
- ceilings
- equipment casings
- hard floor surfaces
- soft floor surfaces, such as special dust-catching carpets.

In doing the above work, the person must clean four of the following fittings in each clean room:

- cameras
- furniture
- glass
- lights
- monitors
- skylights
- smoke detectors
- sprinkler systems
- vents and grilles.

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During the above work, the person must also:

- identify site hazards and control risks before commencing the task
- select cleaning equipment and chemicals required for the task
- use safe and efficient cleaning methods.

Knowledge Evidence

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

- cleaning chemicals and equipment suitable for using with sensitive equipment
- cleaning techniques for clean-room environments, including:
  - buffing
  - damp mopping
  - dust mopping
  - low-water cleaning methods using microfibre cleaning products
  - spot cleaning
  - steam cleaning
  - surface wiping with lint-free or anti-static cloths
  - vacuuming with crevice tool on hard-to-access surfaces
- correct procedures for handling and disposing of:
  - chemicals
  - contaminated and toxic waste
- environmental requirements when maintaining clean-room environments, including:
  - clean-up, containment and isolation procedures
  - environmental protection agency requirements relating to maintaining clean-room environments
  - use of low-energy cleaning methods
  - use of low-moisture cleaning methods
  - use of low water-use equipment and water-efficient cleaning methods
  - use of non-chemical cleaning methods
- impact of dust, moisture, electrical current and magnetic fields on sensitive electronic equipment
- key requirements of legislation, regulations, codes of practice and industry advisory standards relating to maintaining a clean-room environment
- safe handling techniques for working with hazardous chemicals, including:
  - emergency chemical spill control measures
  - routes of entry and potential symptoms of exposure to chemicals
  - safe methods for diluting chemicals
  - working according to safety data sheets (SDS).

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Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as listed in the range of conditions
  - personal protective equipment (PPE) as listed in the range of conditions
- materials:
  - cleaning chemicals as listed in the range of conditions
- specifications:
  - equipment operating manuals
  - product labels
  - SDS
- physical conditions:
  - at least two different clean-room environments with surface types listed in the performance evidence
- relationships with team members and supervisor:
  - work may be conducted alone or as part of a team.

Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO3015 Treat complex carpet stains

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCCL3015A Perform advanced stain removal. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to remove complex stains from carpets after standard stain removal and cleaning techniques have failed. It covers selecting and preparing required equipment and chemicals, and applying complex stain removal techniques to the task.

The unit supports carpet cleaners who work alone or in teams. It applies in a range of commercial and residential work sites. Removing stains is undertaken as a separate task or in conjunction with other cleaning methods, such as vacuuming, extraction and general cleaning.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.

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1.	Plan and prepare.	1.1.	Type and condition of carpet, fibre and construction are identified, ***complex stains*** are assessed, job requirements are reviewed, and issues are clarified.
		1.2.	Work site ***hazards*** are assessed and risks controlled according to company, legislative, and ***health and safety requirements***.
		1.3.	***Complex stain removal techniques*** are selected according to job and company requirements.
		1.4.	***Equipment*** is selected according to job requirements, checked for serviceability, and faults are rectified or reported before starting work.
		1.5.	Required ***cleaning chemicals*** are selected and prepared.
		1.6.	***Personal protective equipment*** (PPE) is sourced according to manufacturer specifications, and health and safety and company requirements.
		1.7.	Signs and barricades are selected and installed according to health and safety, and company requirements.
		1.8.	Pre-existing damage is identified and reported according to company requirements.
		1.9.	Tasks are sequenced to ensure maximum efficiency for completing cleaning requirements.
2.	Clean complex carpet stain.	2.1.	Furniture and fittings are removed to allow cleaning tasks to be performed.
		2.2.	Pre-spotting cleaning treatment is applied to carpet stain and allowed to dwell according to manufacturer recommendations.
		2.3.	Soil is removed using required techniques, equipment and chemicals, according to manufacturer specifications.
		2.4.	Treated area is compared with surrounding surface to determine need for further action according to job and company requirements.
		2.5.	Results are reported according to company requirements.
3.	Tidy work site.	3.1.	Collected soil and waste are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements.

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		3.2.	Furniture and fittings are returned to original position according to client requirements.
		3.3.	Signs and barricades are removed according to health and safety, and company requirements.
4.	Clean and safety check equipment, and store equipment and chemicals.	4.1.	Equipment and PPE are cleaned, safety checked and stored according to manufacturer specifications and environmental, health and safety, and company requirements.
		4.2.	Unused chemicals are stored or disposed of according to manufacturer specifications, and health and safety and company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Numeracy skills to:	• dilute and mix required chemicals using whole numbers and routine fractions.
Oral communication skills to:	• ask questions to clarify job requirements • respond clearly and concisely to client questions.

Reading skills to:	• interpret simple, structured manufacturer instructions when using equipment and preparing chemicals
	• interpret directions and safety instructions, including:
	  • equipment operating manuals
	  • product labels
	  • safety data sheets (SDS).

Writing skills to:	• document and report faults in equipment to manufacturer and other personnel.
Teamwork skills to:	• work collaboratively with others at the same work site.
Problem-solving skills to:	• identify and perform a range of methods for cleaning stubborn stains without causing damage to the carpet.

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Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Complex stains must include at least five of the following:

- beverage
- candle wax
- chewing gum
- cigarette butts
- dye stuffs
- food
- grease
- heavy dirt build-up
- hospital waste
- industrial and chemical waste
- lipstick
- nail polish
- oil
- plant stains
- shoe polish
- tar.

Hazards that must be assessed include:

- biological and environmental contaminants
- chemical exposure via absorption, ingestion and inhalation
- chemical reactivity
- dust and fibre particulates
- electrical
- environmental allergens
- explosions
- fatigue
- fire
- manual handling
- noise
- poor ventilation
- slips, trips and falls
- syringes and sharps
- working in confined spaces.

Health and safety requirements must include:

- access to communication devices when working alone
- compliance with Safe Work Australia regulations and guidelines
- electrical equipment test and tag compliance
- emergency response procedures
- environmental controls

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- hazard signs and barricades
- health and safety induction and refresher training
- manual handling techniques
- processes for safely dispensing chemicals
- risk assessment procedures, including:
  - hazardous chemicals register
  - hierarchy of control
  - job safety analyses (JSA) for low-risk situations
  - safe work method statements (SWMS) for high-risk situations
  - incident reporting
- SDS
- selection and use of required PPE
- storage and maintenance of equipment according to manufacturer specifications
- use of first aid according to SDS information.

Complex stain removal techniques must include at least one of the following:

- chemical treatment followed by transfer method using hand application
- chemical treatment followed by extraction spot cleaning
- dye stripping
- heat transfer with a steam iron
- oxidisation.

Equipment must include at least two of the following:

- carpet groomers
- carpet spot-cleaning kits
- cloths
- extraction units
- eye droppers
- garbage bins
- nylon bristle brushes
- scrapers
- sponges
- spray equipment
- steam generators
- steam irons.

Cleaning chemicals must include at least one of the following***:***

- acid cleaners
- alkaline cleaners
- low environmental impact chemicals
- neutral cleaners
- oxidising agents, such as bleaches
- reducing agents, such as dye strippers
- solvents.

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Personal protective equipment must include at least two of the following:	• eye protection • gloves • respirators • safety shoes.

Unit Mapping Information

CPPCCL3015A Perform advanced stain removal

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3015 Treat complex carpet stains

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCCL3015A Perform advanced stain removal. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also remove three different complex stains from two different carpets as follows:

- at least one complex stain from one of the following natural fibre carpets:
  - organic (plant) fibres, such as cotton and sisal
  - wool
- at least one complex stain from one of the following synthetic fibre carpets:
  - acrylic
  - nylon
  - polyester
  - polypropylene.

The three different complex stains above must be selected from the following:

- beverage
- blood
- candle wax
- dye stuffs
- food
- human and animal waste
- lipstick and makeup
- medicine
- nail polish

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- oil
- plant stains
- shoe polish
- tar
- timber stains.

In doing the above work, the person must also:

- identify site hazards and control risks before commencing the task
- correctly identify the type and characteristics of the carpet and carpet fibres
- classify the type of stain or spot and identify cleaning techniques, cleaning equipment and chemicals, required for the task
- use each of the following cleaning methods:
  - bonnet cleaning
  - dry absorbent compound
  - dry foam shampoo
  - hot water extraction
  - wet foam shampoo
- correctly and safely handle waste.

Knowledge Evidence

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

- environmental requirements to be applied when treating complex carpet stains, including:
  - clean-up, containment and isolation procedures
  - environmental protection agency requirements relating to treating complex carpet stains
  - use of low-energy carpet-cleaning methods
  - use of low-moisture cleaning methods
  - use of low water-use equipment and other water-efficient cleaning methods
  - use of non-chemical carpet-cleaning methods
- carpet characteristics, including:
  - carpet types
  - features of fibres
- cleaning methods for carpets, including:
  - heat transfer process
  - pre-spotting and stain-removal methods
  - testing methods
  - water-efficient cleaning methods
- correct techniques for performing:
  - extraction cleaning

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    - heat transfer
    - treatments using:
        - oxidising agents, such as bleaches
        - reducing agents, such as dye strippers
- key requirements of legislation, regulations, codes of practice and industry advisory standards relating to treating complex carpet stains, including AS/NZS 3733 Textile floor coverings – Cleaning maintenance of residential and commercial carpeting
- processes for safely handling and disposing of waste, including:
    - chemicals past their expiry date
    - machine exhaust emissions
    - obsolete equipment
    - used containers
    - used or contaminated personal protective equipment (PPE)
    - used or unused chemicals
- safe handling techniques for working with hazardous chemicals, including:
    - emergency chemical spill control measures
    - routes of entry and potential symptoms of exposure to chemicals
    - safe methods for diluting chemicals
    - working according to safety data sheets (SDS).

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
    - as listed in the range of conditions
    - PPE as listed in the range of conditions
- materials:
    - cleaning chemicals as listed in the range of conditions
- specifications:
    - AS/NZS 3733 Textile floor coverings – Cleaning maintenance of residential and commercial carpeting
    - equipment operating manuals
    - product labels
    - SDS
- physical conditions:
    - suitable work site or venue with complex carpet stains
- relationships with team members and supervisor:
    - work may be conducted alone or as part of a team
- relationship with client:
    - communication with the client is required to confirm and clarify requirements.

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Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO3016 Apply topical treatments to carpets

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCCL3016A Apply topical treatments. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to protect carpets from the potential effects of odour and soiling by applying suitable topical treatments. The unit covers identifying the type of carpet and selecting equipment, treatments and treatment methods to perform the required task.

The unit supports carpet cleaners who work alone or in teams. It applies in a range of commercial and residential work sites.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.

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1.	Plan and prepare to apply topical treatment.	1.1. Type and condition of ***carpet*** fibre, construction method and type of underlay are identified, and job requirements are confirmed.
		1.2. Work site ***hazards*** are assessed and risks controlled according to company, legislative, and ***health and safety requirements***.
		1.3. Application techniques are confirmed according to company requirements.
		1.4. ***Equipment*** is selected according to job requirements, checked for serviceability, and faults are rectified or reported before starting work.
		1.5. Topical ***treatment chemicals*** are selected and prepared according to manufacturer specifications, and health and safety and company requirements.
		1.6. ***Personal protective equipment*** (PPE) is sourced according to manufacturer specifications, and health and safety and company requirements.
		1.7. Signs and barricades are selected and installed according to health and safety, and company requirements.
		1.8. Pre-existing damage is identified and reported according to company requirements.
2.	Perform treatment.	2.1. Furniture and fittings are removed to allow cleaning tasks to be performed.
		2.2. Surface area to be treated is prepared according to manufacturer specifications and company requirements.
		2.3. Area is ***treated*** according to manufacturer specifications and legislative, health and safety, and company requirements.
		2.4. Treated area is compared with surrounding surface to determine need for further action according to company requirements.
3.	Tidy work site.	3.1. Collected soil and waste are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements.
		3.2. Furniture and fittings are returned to original position according to client requirements.

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		3.3. Signs and barricades are removed according to health and safety, and company requirements.
4.	Clean and safety check equipment, and store equipment and chemicals.	4.1. Equipment and PPE are cleaned, safety checked and stored according to manufacturer specifications and environmental, health and safety, and company requirements.
		4.2. Unused chemicals are stored or disposed of according to manufacturer specifications, and health and safety and company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• dilute and mix required chemicals using whole numbers and routine fractions.
Oral communication skills to:	• communicate clearly and concisely with clients • request advice or further information.

Reading skills to:	• interpret simple, structured manufacturer instructions when using equipment and preparing chemicals
	• interpret directions and safety instructions, including:
	  • equipment operating manuals
	  • product labels
	  • safety data sheets (SDS).

Writing skills to:	• document and report faults in equipment to manufacturer and other personnel.
Teamwork skills to:	• work collaboratively with others at the same work site.
Problem-solving skills to:	• identify required treatments for different carpet types.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs

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of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Carpet must include:

- natural fibre:
  - organic (plant) fibres, such as cotton and sisal
  - wool
- synthetic fibre:
  - acrylic
  - nylon
  - polyester
  - polypropylene.

Hazards that must be assessed include:

- biological and environmental contaminants
- chemical exposure via absorption, ingestion and inhalation
- chemical reactivity
- dust and fibre particulates
- electrical
- environmental allergens
- explosions
- fatigue
- fire
- manual handling
- noise
- poor ventilation
- slips, trips and falls
- syringes and sharps
- working in confined spaces.

Health and safety requirements must include:

- access to communication devices when working alone
- compliance with Safe Work Australia regulations and guidelines
- electrical equipment test and tag compliance
- emergency response procedures
- environmental controls
- hazard signs and barricades
- health and safety induction and refresher training
- manual handling techniques
- processes for safely dispensing chemicals
- risk assessment procedures, including:
  - hazardous chemicals register
  - hierarchy of control
  - job safety analyses (JSA) for low-risk situations
  - safe work method statements (SWMS) for high-risk situations
  - incident reporting

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	• SDS • selection and use of required PPE • storage and maintenance of equipment according to manufacturer specifications • use of first aid according to SDS information.
Equipment must include at least two of the following:	• absorbent cloths • airless sprayers • carpet rakes • chemical hand spray units • horsehair brushes • powered sprayers • pump-up sprayers.
Treatment chemicals must include at least one of the following***:***	• antimicrobial agents • antistatic agents • deodorisers • protectors.
Personal protective equipment must include at least two of the following:	• eye protection • gloves • protective clothing • respirators • safety shoes.

Treated must include:	• selecting and using required:
	  • equipment
	  • PPE
	  • topical treatment chemicals.

Unit Mapping Information

CPPCCL3016A Apply topical treatments

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3016 Apply topical treatments to carpets

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCCL3016A Apply topical treatments. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also:

- select and apply suitable topical treatments to one natural fibre carpet and one synthetic fibre carpet specified in the range of conditions
- use each of the following topical treatments in the above work:
  - antimicrobial agents
  - antistatic agents
  - deodorisers
  - protectors.

In doing the above work, the person must:

- prepare the work site
- identify site hazards and control risks before commencing the task
- identify type and characteristics of carpet to be treated
- select and prepare equipment, including personal protective equipment (PPE) and topical treatment chemicals, required for the task
- use safe and efficient topical treatment methods.

Knowledge Evidence

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

- environmental requirements relating to applying topical treatments to carpets, including:

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    - clean-up, containment and isolation procedures
    - environmental protection agency requirements relating to applying topical treatments to carpets
    - use of low-energy cleaning methods
    - use of low-moisture cleaning methods
    - use of low water-use equipment and other water-efficient cleaning methods
    - use of non-chemical cleaning methods.
- application processes for applying topical treatments, including:
    - antimicrobial agents
    - antistatic agents
    - deodorisers
    - protectors
- types of carpet installation methods and requirements for applying topical treatments, including:
    - direct stick
    - double bond
    - loose lay
    - stretch in
    - tackless carpet gripper
    - turn and tack
    - two-sided tape
- types of carpet fibres and requirements for applying topical treatments, including:
    - continuous filament
    - staple yarn
- types, characteristics and features of carpet underlay and requirements for applying topical treatments, including:
    - crumble foam
    - felt
    - foam
    - sandwich
    - urethane
    - waffle rubber
- types and characteristics of carpet backing materials and requirements for applying topical treatments, including:
    - cotton
    - jute
    - latex
    - polyester
    - polypropylene
    - polyvinyl chloride (PVC)

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- types and characteristics of carpet construction methods and requirements for applying topical treatments, including:
  - flocked
  - fusion bonded
  - needle punched
  - tufted
  - woven
- key requirements of legislation, regulations, codes of practice and industry advisory standards relating to carpet cleaning, including AS/NZS 3733 Textile floor coverings – Cleaning maintenance of residential and commercial carpeting
- processes for safely handling and disposing of waste, including:
  - chemicals past their expiry date
  - litter
  - machine exhaust emissions
  - obsolete equipment
  - used containers
  - used or contaminated PPE
  - used or unused chemicals
- safe handling techniques for working with hazardous chemicals, including:
  - emergency chemical spill control measures
  - routes of entry and potential symptoms of exposure to chemicals
  - safe methods for diluting chemicals
  - working according to safety data sheets (SDS).

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as listed in the range of conditions
- materials:
  - treatment chemicals as listed in the range of conditions
- specifications:
  - AS/NZS 3733 Textile floor coverings – Cleaning maintenance of residential and commercial carpeting
  - equipment operating manuals
  - product labels
  - SDS
- physical conditions:
  - suitable work site or venue with carpet requiring topical treatment
- relationships with team members and supervisor:
  - work may be conducted alone or as part of a team

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- relationship with client:
  - communication with the client is required to confirm and clarify requirements.

Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO3017 Clean wet areas

Modification History

Release 1.

Replaces superseded equivalent CPPCLO2017A Clean wet areas.

This version first released with CPP Property Services Training Package Version 4.

Application

This unit of competency specifies the outcomes required to clean wet areas, including bathrooms, toilets, change rooms and laundries and their associated fixtures and fittings, so that they are free from soil, odour and hazards. The unit covers assessing the extent of cleaning required; selecting required equipment, chemicals and methods; and performing the cleaning task safely and efficiently.

The unit supports cleaners who work alone or in teams. It applies in a range of commercial and residential work sites.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Plan and prepare	1.1. Wet areas to be cleaned are assessed, ***soil types*** are identified by observation, and areas requiring special

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	to clean wet area.		treatment, including graffiti, are identified and reported according to company requirements.
		1.2.	Work site ***hazards*** are assessed and risks controlled according to company, legislative, and ***health and safety requirements***.
		1.3.	Operation and condition of ***fixtures and fittings*** are checked and pre-existing damage at work site is reported according to company requirements.
		1.4.	***Cleaning chemicals*** and ***techniques*** for wet areas are selected according to company requirements.
		1.5.	***Equipment*** is selected according to job requirements, checked for serviceability, and faults are rectified or reported before starting work.
		1.6.	***Personal protective equipment*** (PPE) is selected and used according to manufacturer specifications, and health and safety and company requirements.
		1.7.	Signs and barricades are selected and installed according to health and safety and company requirements.
2.	Clean work site.	2.1.	Loose soil is removed before commencing surface cleaning according to health and safety, and company requirements.
		2.2.	Fixtures, fittings and ***surfaces*** are cleaned using equipment, chemicals and cleaning techniques according to company requirements.
		2.3.	Remaining heavy soil, graffiti and stained surfaces are treated or reported for follow-up action according to company requirements.
		2.4.	Soiled items are despatched for laundering according to company requirements.
3.	Replenish consumables and tidy work site.	3.1.	***Consumables*** are replenished according to client requests and company requirements.
		3.2.	Collected soil and waste are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements.
		3.3.	Signs and barricades are removed according to health and safety, and company requirements.

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4.	Clean and safety check equipment, and store equipment and chemicals.	4.1. Equipment and PPE are cleaned, safety checked and stored according to manufacturer specifications and environmental, health and safety, and company requirements.
		4.2. Unused chemicals are stored or disposed of according to manufacturer specifications, and health and safety and company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• dilute and mix chemicals required for cleaning tasks using whole numbers and routine fractions.
Oral communication skills to:	• ask questions to clarify job requirements • respond clearly and concisely to client questions.

Reading skills to:	• interpret simple, structured manufacturer instructions when using equipment and preparing chemicals
	• interpret directions and safety instructions, including:
	  • equipment operating manuals
	  • product labels
	  • safety data sheets (SDS).

Writing skills to:	• document and report faults in equipment to manufacturer and other personnel.
Teamwork skills to:	• work collaboratively with others on the same work site.
Problem-solving skills to:	• identify and select required cleaning products and equipment for a range of cleaning challenges • apply required chemicals and cleaning processes to different surfaces in wet areas.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are

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included. Bold italicised wording, if used in the performance criteria, is detailed below.

Soil types must include at least five of the following:	• blood • cobwebs • dust • food and residue • grease • human and animal waste • litter • mould and mildew • mud and dirt • pen, texta and pencil • rust • soap scum.
Hazards that must be assessed include:	• biological contaminants • chemical exposure via absorption and ingestion • chemical reactivity • contaminated waste material • dust and fibre particulates • electrocution • environmental allergens • fatigue • loud and repeated noise levels • respiratory hazards and poor ventilation • slips and falls from wet or uneven surfaces • strains or injury from damaged, heavy or awkward equipment • syringes and sharps • working in confined spaces.

Health and safety requirements must include:	• access to communication devices when working alone
	• compliance with Safe Work Australia regulations and guidelines
	• electrical equipment test and tag compliance
	• emergency response procedures
	• environmental controls
	• hazard signs and barricades
	• health and safety induction and refresher training
	• manual handling techniques
	• processes for safely dispensing chemicals
	• risk assessment procedures, including:
	  • hazardous chemicals register
	  • hierarchy of control
	  • job safety analyses (JSA) for low-risk situations
	  • safe work method statements (SWMS) for high-risk

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situations
- incident reporting

- SDS
- selection and use of required PPE
- storage and maintenance of equipment according to manufacturer specifications
- use of first aid according to SDS information.

Fixtures and fittings must include at least ten of the following:

- baths
- bidets
- bins
- cleaner's sluices
- hand basins
- hand dryers
- mirrors
- paper dispensers
- personal item product dispensers
- racks
- showers
- sinks
- soap dispensers
- spas
- taps
- toilet bowls, seats and cisterns
- troughs
- urinal trough and wall
- vanity units.

Cleaning chemicals must include at least one of the following:

- acid cleaners
- alkaline cleaners
- low environmental impact chemicals
- neutral cleaners
- solvent cleaners.

Cleaning techniques must include at least three of the following:

- buffing
- cobwebbing
- dusting
- hosing
- mopping
- polishing
- pre-spraying
- scrubbing
- spot cleaning
- sweeping
- wet wiping.

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Equipment must include at least six of the following:	• absorbent cleaning cloths • brooms • buckets • damp cloths • doodle bugs • dry cloths • microfibre products • hoses and nozzles • lint-free cloths • long-handled brushes and dustpan tongs • mops • sharps disposal units • nylon scourers • scrapers • scrubbing brushes • scrubbing and polishing machines • toilet brushes • squeegees • wringer buckets.
Personal protective equipment must include at least three of the following:	• safety shoes • gloves • eye protection • masks • tongs • wet-work clothing.
Surfaces must include at least five of the following:	• ceramics and porcelain • chrome • concrete • glass • laminate • metal • paint • plastic • stainless steel • stone • terracotta • vinyl.
Consumables must include at least three of the following:	• air fresheners • bin liners • cloth towels and tea towels • deodorant blocks

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- hand towels, such as cloth, rolls and sheets
- liquid and bar soap
- personal toiletries
- toilet paper.

Unit Mapping Information

CPPCLO2017A Clean wet areas

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3017 Clean wet areas

Modification History

Release 1.

Replaces superseded equivalent CPPCLO2017A Clean wet areas.

This version first released with CPP Property Services Training Package Version 4.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also clean three of the following wet areas, and their fixtures and fittings:

- bathroom
- change rooms
- laundry
- shower facilities
- toilet.

During the above work, the person must select and use three of the following cleaning techniques:

- buffing
- cobwebbing
- dusting
- hosing
- mopping
- polishing
- pre-spraying
- scrubbing
- spot cleaning
- sweeping
- wet wiping.

During the above work, the person must also:

- identify site hazards and control risks before commencing task

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- identify fittings, surfaces and soil types found in wet areas
- select and prepare cleaning equipment and chemicals required for the task
- use safe and efficient cleaning methods
- correctly and safely handle waste, including contaminated materials
- replenish three of the following consumables in each wet area:
  - air fresheners
  - bin liners
  - cloth towels and tea towels
  - deodorant blocks
  - hand towels, such as cloth, rolls and sheets
  - liquid and bar soap
  - personal toiletries
  - toilet paper.

Knowledge Evidence

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

- range, application and limitation of cleaning chemicals and equipment available for wet areas
- cleaning chemicals and methods suitable for wet area surfaces, including:
  - ceramics and porcelain
  - chrome
  - concrete
  - glass
  - laminate
  - metal
  - paint
  - plastic
  - stainless steel
  - stone
  - terracotta
  - vinyl
- environmental requirements relating to cleaning wet areas, including:
  - clean-up, containment and isolation procedures
  - emergency chemical spill control measures
  - environmental protection agency requirements relating to using and disposing of cleaning chemicals
  - hazardous materials handling
  - use of low water-use equipment and other water-efficient cleaning methods to clean wet areas
- processes for safely handling and disposing of waste, including:

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  - chemicals past their expiry date
  - contaminated waste
  - obsolete equipment
  - used cleaning cloths
  - used containers
  - used or contaminated PPE
  - used or unused chemicals
- routes of entry and potential symptoms of exposure to chemicals.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as listed in the range of conditions
  - personal protective equipment (PPE) as listed in the range of conditions
- materials:
  - cleaning chemicals as listed in the range of conditions
  - consumables as listed in the range of conditions
- specifications:
  - equipment operating manuals
  - product labels
  - safety data sheets (SDS)
- physical conditions:
  - suitable work site or venue with wet areas as listed in the performance evidence
- relationships with team members and supervisor:
  - work may be conducted alone or as part of a team.

Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO3018 Clean and maintain furniture and fittings

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCLO2015A Maintain furniture, fittings and room dressing and CPPCLO3016A Wash furniture and fittings. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to wash furniture and fittings and to present rooms according to client requirements. The unit covers assessing the extent of the cleaning task; identifying the different surface types; selecting and using cleaning techniques and chemicals required for the task; and returning furniture and fittings, including loose items, to their original position.

The unit supports cleaners who work alone or in teams. It applies in a range of commercial and residential settings, including boardrooms, function rooms, hospital wards, offices and private residences.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Plan and prepare.	1.1.	Condition of ***furniture*** and ***fittings*** to be cleaned, including ***surface type*** and ***soil type***, are assessed, job requirements are reviewed, and issues are clarified.
		1.2.	Work site ***hazards*** are assessed and risks are controlled according to legislative, company, and ***health and safety requirements***.
		1.3.	***Cleaning techniques*** and ***chemicals*** that reflect company requirements are selected, and chemicals are prepared.
		1.4.	***Equipment*** is selected according to job requirements, checked for serviceability, and faults are rectified or reported before starting work.
		1.5.	***Personal protective equipment*** (PPE) is sourced according to manufacturer specifications, and health and safety and company requirements.
		1.6.	Signs and barricades are selected and installed according to health and safety, and company requirements.
		1.7.	Pre-existing damage is identified and reported according to company requirements.
2.	Clean furniture, fittings and loose items.	2.1.	Furniture and fittings are moved to allow cleaning tasks to be performed, according to health and safety and company requirements.
		2.2.	Floor, furniture and fittings are covered by drop sheets as necessary according to company requirements.
		2.3.	Soil is removed from surfaces, and furniture and fittings are cleaned using selected equipment, chemicals and cleaning techniques.
		2.4.	***Loose items*** are cleaned using required cleaning equipment and techniques.
3.	Place furniture and fittings.	3.1.	Drop sheets are removed and stored, and floors are cleaned according to client requirements and health and safety requirements.
		3.2.	Cleaned furniture and loose items are placed in specified room locations according to client requirements.
		3.3.	Fittings are checked to be in working order and wiped or

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			cleaned according to specified requirements.
4.	Tidy work site.	4.1.	Collected soil and waste are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements.
		4.2.	Signs and barricades are removed according to health and safety, and company requirements.
5.	Clean and safety check equipment, and store equipment and chemicals.	5.1.	Equipment and PPE are cleaned, safety checked and stored according to manufacturer specifications and environmental, health and safety, and company requirements.
		5.2.	Unused chemicals are stored or disposed of according to manufacturer specifications, and health and safety and company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• dilute and mix chemicals required for cleaning tasks using whole numbers and routine fractions • calculate current and required levels of stock.
Oral communication skills to:	• ask questions to clarify job requirements • respond clearly and concisely to client questions.

Reading skills to:	• read and interpret directions and safety instructions, including:
	  • equipment operating manuals
	  • chemical labels
	  • equipment manuals.

Writing skills to:	• document and report faults in equipment to manufacturer and other personnel.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are

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included. Bold italicised wording, if used in the performance criteria, is detailed below.

Furniture must include at least five of the following:	• beds • bedside cupboards • benches • chairs • compactus • computers and associated equipment • desks • doors • filing cabinets • lamps • ovens • refrigerators • shelves • tables • work stations.
Fittings must include at least ten of the following:	• bars • ceiling fans • clocks • door handles • electrical items, including kettles and microwaves • light fittings and switches • ornaments • picture frames • railings • skirting • telephone handsets • vents and grilles • walls • window coverings • window sills.
Surface types must include at least three of the following:	• fabric • glass • laminate • leather • metal • paint • plastic • polyresin • tile • timber

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	• vinyl.
Soil types must include at least three of the following:	• beverage • blood • blu-tac • candle wax • chewing gum • cobwebs • dust • food • glue • grease • human and animal waste • lipstick • medicine • mud and dirt • nail polish • paint • shoe polish.
Hazards that must be assessed include:	• biological and environmental contaminants • chemical exposure via absorption, ingestion and inhalation • chemical reactivity • dust and fibre particulates • electrical • environmental allergens • explosions • fatigue • fire • manual handling • noise • poor ventilation • slips, trips and falls • syringes and sharps • working in confined spaces.
Health and safety requirements must include:	• access to communication devices when working alone • compliance with Safe Work Australia regulations and guidelines • electrical equipment test and tag compliance • emergency response procedures • environmental controls • hazard signs and barricades • health and safety induction and refresher training • manual handling techniques • processes for safely dispensing chemicals

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- risk assessment procedures, including:
  - hazardous chemicals register
  - hierarchy of control
  - job safety analyses (JSA) for low-risk situations
  - safe work method statements (SWMS) for high-risk situations
  - incident reporting
- safety data sheets (SDS)
- selection and use of required PPE
- storage and maintenance of equipment according to manufacturer specifications
- use of first aid according to SDS information.

Cleaning techniques must include:

- for fittings, at least two of the following:
  - polishing
  - pre-spraying
  - scrubbing
  - vacuuming
  - washing
  - wiping
- for fabric surfaces, at least one of the following:
  - spot cleaning
  - spray pack foam
  - vacuuming
  - low-water cleaning methods, such as using microfibre cleaning products.

Cleaning chemicals must include at least one of the following:

- acid cleaners
- alkaline cleaners
- low environmental impact chemicals
- neutral cleaners
- solvent cleaners.

Equipment must include at least two of the following:

- alcohol wipes
- buckets
- damp cloths
- drop sheets
- dust extraction tools, such as wall mates and fridge dusters
- extension poles
- lint-free dusters, such as lamb’s wool and feather dusters
- lint-free polishing cloths, such as cotton and colour-fast cloths
- microfibre products
- mini mops
- oil impregnated cloths

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	• polishing cloths • scourers • sponges • vacuum cleaners.
Personal protective equipment must include at least two of the following:	• eye protection • gloves • masks • safety shoes.
Loose items must include at least five of the following:	• ashtrays • bins • books and magazines • calculators • crockery • desk calendars • electrical leads • food and drink containers • kitchen implements • mats • picture frames • radios • recognition awards • telephone indexes • tissue boxes • wall charts.

Unit Mapping Information

CPPCLO2015A Maintain furniture, fittings and room dressing and CPPCLO3016A Wash furniture and fittings

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3018 Clean and maintain furniture and fittings

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCLO2015A Maintain furniture, fittings and room dressing and CPPCLO3016A Wash furniture and fittings. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also:

- clean furniture and fittings according to client requirements in two of the following rooms:
  - boardroom
  - lounge room in private residence
  - home office
  - commercial office
  - function room
- identify the type and characteristics of furniture, fittings and loose items in the above rooms and their surface types, which must include three of the following:
  - fabric
  - glass
  - laminate
  - leather
  - metal
  - paint
  - plastic
  - polyresin
  - tile
  - timber

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- vinyl
- clean five of the following different items of furniture and ten of the following different fittings in the two rooms:
  - furniture:
    - bed
    - bedside cupboard
    - bench
    - chair
    - compactus
    - computer and associated equipment
    - desk
    - door
    - filing cabinet
    - lamp
    - oven
    - refrigerator
    - shelf
    - table
    - work station
  - fittings:
    - bar
    - ceiling fan
    - clock
    - door handle
    - electrical item, including kettle and microwave
    - light fitting and switch
    - ornament
    - picture frame
    - railings
    - skirting
    - telephone handset
    - vent and grille
    - walls
    - window coverings
    - window sill
- clean five of the following loose items in each room:
  - ashtray
  - bin
  - books and magazines
  - calculator

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  - crockery
  - desk calendar
  - electrical leads
  - food and drink containers
  - kitchen implements
  - mat
  - photograph frame
  - radio
  - recognition award
  - telephone index
  - tissue box
  - wall chart
- identify and remove three of the following soil types on the loose items above:
  - beverage
  - blood
  - blu-tac
  - candle wax
  - chewing gum
  - cobwebs
  - dust
  - food
  - glue
  - grease
  - human and animal waste
  - lipstick
  - medicine
  - mud and dirt
  - nail polish
  - paint
  - shoe polish.

During the above work, the person must also:

- identify site hazards and control risks before commencing the task
- identify type and characteristics of furniture and fittings and their surfaces
- apply cleaning techniques suited to the surfaces of fittings and fabric furniture
- use safe and efficient cleaning methods
- select cleaning equipment and chemicals required for the task
- place cleaned furniture in specified room locations according to client requirements.

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Knowledge Evidence

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

- key features of cleaning chemicals and equipment and their application to furniture and fitting surfaces
- procedures for selecting and applying required cleaning chemicals for different surfaces
- cleaning methods for furniture and fittings, including:
  - pre-spotting and stain removal
  - low-water
- key requirements of legislation, regulations, codes of practice and industry advisory standards relating to cleaning furniture and fittings, including:
  - AS/NZS 4849.1 Upholstery cleaning – Fabric upholstery
  - industry advisory standards and codes, such as dangerous goods codes
- processes for safely handling and disposing of waste, including:
  - chemicals past their expiry date
  - obsolete equipment
  - packaging
  - used containers
  - used or contaminated personal protective equipment (PPE)
  - used or unused chemicals
- safe handling techniques for working with hazardous chemicals, including:
  - emergency chemical spill control measures
  - routes of entry and potential symptoms of exposure to chemicals
  - safe methods for diluting chemicals
  - working according to safety data sheets (SDS)
- range of soil types found on furniture and fittings listed in the performance evidence, and methods for cleaning them.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as listed in the range of conditions
  - PPE as listed in the range of conditions
- materials:
  - cleaning chemicals required for task
- physical conditions:
  - suitable work site with furniture, fittings and loose items
- specifications:
  - AS/NZS 4849.1 Upholstery cleaning – Fabric upholstery
  - equipment operating manuals

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  - product labels
  - SDS
- relationships with team members and supervisor:
  - work may be conducted alone or as part of a team.

Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO3019 Remove waste and recyclable materials

Modification History

Release 1.

Replaces superseded equivalent CPPCLO2019A Sort and remove waste and recyclable materials.

This version first released with CPP Property Services Training Package Version 4.

Application

This unit of competency specifies the outcomes required to identify waste and recyclable materials to be removed, assess hazards associated with their removal, remove waste collected or created through the cleaning process, and safely transfer it to a dedicated waste disposal point for collection using required equipment and methods. Waste collection is conducted as part of a regular cleaning routine, usually on a daily basis and can include a range of materials, such as chemicals, contaminated materials and general waste. The unit also covers identifying recyclable materials and transferring them to required collection points. Recyclable materials are those that may be reused or made into another product.

The unit supports cleaners who work alone or in teams. It applies in a range of commercial and residential work sites.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Plan and prepare to handle waste.	1.1.	***General waste***, ***contaminated and biological waste*** and ***recyclable items*** are identified according to company requirements, and any issues are clarified.
		1.2.	Work site ***hazards*** are assessed and risks controlled according to company, legislative, and ***health and safety requirements***.
		1.3.	***Equipment*** is selected according to job requirements, checked for serviceability, and faults are rectified or reported before starting work.
		1.4.	***Cleaning chemicals*** are selected and prepared according to manufacturer specifications, and health and safety, and company requirements.
		1.5.	***Personal protective equipment*** (PPE) is sourced and used according to manufacturer specifications, and health and safety, and company requirements.
		1.6.	Tasks are sequenced to ensure maximum efficiency when completing cleaning requirements.
2.	Transfer waste to waste carrier.	2.1.	Waste items are collected and safely transferred to waste carrier according to health and safety, and company requirements.
		2.2.	Biological waste is transferred to biohazard bins according to health and safety requirements.
		2.3.	***Rubbish bins*** and surrounds are spot cleaned according to company requirements.
		2.4.	Soiled rubbish bin liners are replaced according to health and safety, and company requirements.
3.	Transfer waste to disposal unit.	3.1.	Waste is removed from site according to health and safety, and company requirements.
		3.2.	Waste is transported to ***disposal units*** by shortest practical safest route and according to health and safety, and company requirements.
4.	Deliver recyclable materials.	4.1.	Recyclable materials are identified and separated according to health and safety, and company requirements.
		4.2.	Recyclable materials are transferred safely to dedicated

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			recycling collection units for each type of material according to health and safety, and company requirements.
		4.3.	Recycling containers and surrounds are spot cleaned according to health and safety, and company requirements.
		4.4.	Recycling containers are checked and replaced in designated locations.
		4.5.	Transfer of recyclable materials is documented according to company requirements.
5.	Clean and safety check equipment, and store equipment and chemicals.	5.1.	Equipment and PPE are cleaned, safety checked and stored according to manufacturer specifications and environmental, health and safety, and company requirements.
		5.2.	Unused chemicals are stored or disposed of according to manufacturer specifications, and health and safety and company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Oral communication skills to:	• ask questions to clarify job requirements • respond clearly and concisely to client questions.

Reading skills to:	• interpret directions and safety instructions, including:
	  • equipment operating manuals
	  • product labels
	  • safety data sheets (SDS).

Writing skills to:	• document and report faults in equipment to manufacturer and other personnel.
Problem-solving skills to:	• assess range of different waste types and determine required waste handling techniques.

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Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

General waste must include at least two of the following:

- drinks
- food packaging
- manufactured foods
- non-recyclable plastics.

Contaminated and biological waste must include at least one of the following:

- blood and other bodily fluids
- cytotoxic waste
- human waste
- soiled and disposable linen
- syringes and needles.

Recyclable items must include at least one of the following:

- cardboard
- computer consumables
- glass
- metal
- packaging material
- paper
- plastic
- printing consumables.

Hazards that must be assessed include:

- biological and environmental contaminants
- chemical exposure via absorption, ingestion and inhalation
- chemical reactivity
- dust and fibre particulates
- electrical
- environmental allergens
- explosions
- fatigue
- fire
- manual handling
- noise
- poor ventilation
- slips, trips and falls
- syringes and sharps
- working in confined spaces.

Health and safety requirements must include:

- access to communication devices when working alone
- compliance with Safe Work Australia regulations and guidelines
- electrical equipment test and tag compliance
- emergency response procedures

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- environmental controls
- hazard signs and barricades
- health and safety induction and refresher training
- manual handling techniques
- processes for safely dispensing chemicals
- risk assessment procedures, including:
  - hazardous chemicals register
  - hierarchy of control
  - job safety analyses (JSA) for low-risk situations
  - safe work method statements (SWMS) for high-risk situations
  - incident reporting
- SDS
- selection and use of required PPE
- storage and maintenance of equipment according to manufacturer specifications
- use of first aid according to SDS information.

Equipment must include at least three of the following:

- bin liners
- cleaning cloths
- damp wiping kits
- litter picker
- long-handled dustpans and brooms
- microfibre products
- nylon pads
- pick-up trolleys
- scrubbing brushes
- sharps kits
- spray bottles
- wheelie bins.

Cleaning chemicals must include at least one of the following:

- acid cleaners
- alkaline cleaners
- low environmental impact chemicals
- neutral cleaners
- solvent cleaners.

Personal protective equipment must include at least two of the following:

- disposable respirators
- eye protection
- gloves
- high visibility vests
- protective clothing
- safety shoes
- sun protection

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	• tongs.
Rubbish bins must include at least one of the following:	• biohazard bags and bins • contaminated waste bins • general purpose bins • sharps disposal units • radioactive waste bins • recycle bins • restroom bins • wet rubbish bins.
Disposal units must include at least one of the following:	• compactors • dump masters • open trucks • wheelie bins.

Unit Mapping Information

CPPCLO2019A Sort and remove waste and recyclable materials

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3019 Remove waste and recyclable materials

Modification History

Release 1.

Replaces superseded equivalent CPPCLO2019A Sort and remove waste and recyclable materials.

This version first released with CPP Property Services Training Package Version 4.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also use safe and efficient methods to remove waste at three different cleaning sites. Across all three sites they must remove both of the following types of waste:

- general
- contaminated and hazardous biological waste.

In doing the above work, the person must:

- identify the different waste types and correct methods for dealing with each, including health and safety requirements
- identify site hazards and control risks before handling waste
- select and prepare cleaning equipment and chemicals required for the task
- identify items for recycling at each site and arrange for their transfer
- clean the rubbish bins and surrounds.

Knowledge Evidence

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

- environmental requirements relating to removing waste and recyclable materials, including:
  - clean-up, containment and isolation procedures
  - environmental protection agency requirements relating to using and disposing of chemicals

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- key requirements of legislation, regulations, codes of practice and industry advisory standards relating to removing waste and recyclable materials, including:
  - AS/NZ 3831 Waste management – Glossary of terms
  - industry advisory standards and codes, such as dangerous goods codes
- processes for safely handling and treating waste, including:
  - recyclable materials
  - used containers
  - used or contaminated personal protective equipment (PPE)
  - used or unused chemicals
- safe handling techniques for working with hazardous chemicals, including:
  - emergency chemical spill control measures
  - routes of entry and potential symptoms of exposure to chemicals
  - working according to safety data sheets (SDS)
- waste transfer procedures, including:
  - location of disposal units
  - location of waste pick-up equipment
  - use of waste handling equipment
  - use of waste storage receptacles
  - selection and use of bin liners.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as listed in the range of conditions
  - PPE as listed in the range of conditions
- materials:
  - cleaning chemicals as listed in the range of conditions
- specifications:
  - AS/NZ 3831 Waste management – Glossary of terms
  - equipment operating manuals
  - product labels
  - SDS
- physical conditions:
  - suitable work site or venue with waste disposal requirements and facilities
- relationships with team members and supervisor:
  - work may be conducted alone or as part of a team.

Timeframe:

- as specified by the task.

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Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO3020 Pressure wash and clean surfaces

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCLO3020A Clean using pressure washing. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to set up and use pressure washing equipment to clean surfaces by producing a variable stream of water or cleaning chemical. The unit covers assessing the extent of the cleaning task, and selecting the equipment, chemicals and cleaning methods required for the task.

The unit supports cleaners who work alone or in teams. It applies in a range of commercial and residential work sites.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.

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1.	Plan and prepare to clean using pressure washing.	1.1. Type and condition of ***surfaces*** to be pressure washed are assessed, job requirements are reviewed, and issues are clarified.
		1.2. Work site ***hazards*** are assessed and risks controlled according to company, legislative, and ***health and safety requirements***.
		1.3. ***Soil types*** are identified by observation and ***cleaning chemicals*** required for the task are selected and prepared.
		1.4. ***Equipment*** is selected according to job requirements, checked for serviceability, and faults are rectified or reported before starting work.
		1.5. ***Personal protective equipment*** (PPE) is sourced according to manufacturer specifications, and health and safety and company requirements.
		1.6. Signs and barricades are selected and installed according to health and safety, and company requirements.
		1.7. Pre-existing damage is identified and reported according to company requirements.
2.	Use pressure washing equipment and techniques.	2.1. Items requiring protection from pressure spray are covered and secured according to specified requirements.
		2.2. Heavily soiled areas are pre-sprayed according to manufacturer specifications and company requirements.
		2.3. Pressure washing is conducted using equipment and chemicals and according to manufacturer specifications.
		2.4. Hand washing is performed on areas requiring additional treatment, using suitable equipment and chemicals according to manufacturer specifications.
		2.5. Washed area is rinsed using required equipment and allowed to dry.
3.	Tidy work site.	3.1. Collected soil and waste are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements.
		3.2. Protective coverings are removed and items returned to position according to specified requirements.

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		3.3.	Signs and barricades are removed according to health and safety, and company requirements.
4.	Clean and safety check equipment, and store equipment and chemicals.	4.1.	Equipment and PPE are cleaned, safety checked and stored according to manufacturer specifications and environmental, health and safety, and company requirements.
		4.2.	Unused chemicals are stored or disposed of according to manufacturer specifications, and health and safety and company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• dilute and mix required chemicals using whole numbers and routine fractions.
Oral communication skills to:	• ask questions to clarify job requirements • respond clearly and concisely to client questions.

Reading skills to:	• interpret directions and safety instructions, including:
	  • equipment operating manuals
	  • product labels
	  • safety data sheets (SDS).

Writing skills to:	• document and report faults in equipment to manufacturer and other personnel.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Surfaces must include at least three of the following:	• brick, including rendered brick surfaces • concrete, including polished concrete • metal surfaces, including industrial kitchen equipment and industrial machinery

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- painted
- polyresin.

Hazards that must be assessed include:

- biological and environmental contaminants
- chemical exposure via absorption, ingestion and inhalation
- chemical reactivity
- dust and fibre particulates
- electrical
- environmental allergens
- explosions
- fatigue
- fire
- manual handling
- noise
- poor ventilation
- slips, trips and falls
- syringes and sharps
- working in confined spaces.

Health and safety requirements must include:

- access to communication devices when working alone
- compliance with Safe Work Australia regulations and guidelines
- electrical equipment test and tag compliance
- emergency response procedures
- environmental controls
- hazard signs and barricades
- health and safety induction and refresher training
- manual handling techniques
- processes for safely dispensing chemicals
- risk assessment procedures, including:
  - hazardous chemicals register
  - hierarchy of control
  - job safety analyses (JSA) for low-risk situations
  - safe work method statements (SWMS) for high-risk situations
  - incident reporting
- SDS
- selection and use of required PPE
- storage and maintenance of equipment according to manufacturer specifications
- use of first aid according to SDS information.

Soil types must include at least three of the following:

- graffiti
- grease and oil
- mould and mildew

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	• pollution marks.
Cleaning chemicals must include at least one of the following:	• acid cleaners • alkaline cleaners • low environmental impact chemicals • neutral cleaners • solvent cleaners.
Equipment must include at least two of the following:	• brooms • cloths • hoses • lances • pressure washers • squeegees • wet area electrical safety connections.
Personal protective equipment must include at least three of the following:	• ear muffs and plugs • gloves • eye protection • disposable respirators • safety shoes • sun protection • wet-work clothing.

Unit Mapping Information

CPPCLO3020A Clean using pressure washing

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3020 Pressure wash and clean surfaces

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCLO3020A Clean using pressure washing. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also pressure wash three of the following surface types:

- brick, including rendered brick surfaces
- concrete, including polished concrete
- metal surfaces, including industrial kitchen equipment and industrial machinery
- painted
- polyresin.

In doing the above work, the person must:

- remove three of the following different soil types:
  - graffiti
  - grease and oil
  - mould and mildew
  - pollution marks
- identify site hazards and control risks before commencing the task
- identify surface and soil types
- select and prepare required cleaning equipment, including personal protective equipment (PPE) and cleaning chemicals
- use safe and efficient cleaning methods using pressure washing.

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Knowledge Evidence

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

- suitability of different surfaces for pressure washing
- key requirements of legislation, regulations, codes of practice and industry advisory standards relating to cleaning using pressure washing, including industry advisory standards and codes, such as dangerous goods codes
- processes for safely handling and disposing of waste, including:
  - chemicals past their expiry date
  - obsolete equipment
  - disposal of packaging
  - sweeping detritus
  - used containers
  - used or contaminated PPE
  - used or unused chemicals
- safe handling techniques for working with hazardous chemicals, including:
  - emergency chemical spill control measures
  - routes of entry and potential symptoms of exposure to chemicals
  - safe methods for diluting chemicals
  - working according to safety data sheets (SDS)
- range and functionality of equipment used in pressure washing
- procedures for selecting and applying cleaning chemicals required for different surfaces, including:
  - acid cleaners
  - alkaline cleaners
  - low environmental impact chemicals
  - neutral cleaners
  - solvent cleaners.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as listed in the range of conditions
  - PPE as listed in the range of conditions
- materials:
  - cleaning chemicals as listed in the range of conditions
- specifications:
  - equipment operating manuals
  - product labels
  - SDS

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- physical conditions:
  - suitable work site with range of surfaces as listed in the performance evidence
- relationships with team members and supervisor:
  - work may be conducted alone or as part of a team.

Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO3021 Clean industrial machinery

Modification History

Release	Comments
Release 1	Replaces superseded equivalent CPPCLO3021A Clean industrial machinery. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to clean industrial machinery. It covers assessing the extent of the cleaning task and selecting the required equipment, chemicals and cleaning methods.

The unit supports cleaners who work alone or in teams. It applies to machinery cleaning in industrial, food manufacturing, and processing or mining environments.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Plan and prepare to clean industrial	1.1. ***Machinery*** to be cleaned is assessed, surfaces and soil types are identified, job requirements are reviewed, and

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	machinery.		issues are clarified.
		1.2.	***Hazards***, including ***machinery cleaning hazards***, are assessed and risks controlled according to company, legislative, and ***health and safety requirements***.
		1.3.	***Equipment*** is selected according to job requirements, checked for serviceability, and faults are rectified or reported before starting work.
		1.4.	***Personal protective equipment*** (PPE) is sourced according to manufacturer specifications, and health and safety and company requirements.
		1.5.	***Cleaning techniques*** and ***chemicals*** are selected and chemicals prepared according to manufacturer specifications, and legislative, health and safety, company, and environmental requirements.
		1.6.	Signs and barricades are selected and installed according to health and safety, and company requirements.
		1.7.	Pre-existing damage is identified and reported according to company requirements.
2.	Conduct cleaning tasks.	2.1.	Existing access platforms are used according to manufacturer specifications, and health and safety, and company requirements.
		2.2.	Items and areas requiring protection from damage are covered according to client and company requirements.
		2.3.	Heavily soiled areas are pre-treated according to manufacturer specifications and company requirements.
		2.4.	Machinery is ***cleaned*** according to client requirements, manufacturer specifications and company requirements.
		2.5.	Machinery is inspected for residual soil and spot cleaned according to company requirements.
3.	Tidy work site.	3.1.	Collected soil and waste are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements.
		3.2.	Signs and barricades are removed according to health and safety, and company requirements.
4.	Clean and safety check equipment,	4.1.	Equipment and PPE are cleaned, safety checked and stored according to manufacturer specifications and

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		environmental, health and safety, and company requirements.
and store equipment and chemicals.	4.2.	Unused chemicals are stored or disposed of according to manufacturer specifications, and health and safety and company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• dilute and mix required chemicals using whole numbers and routine fractions.
Oral communication skills to:	• ask questions to clarify job requirements • respond clearly and concisely to client questions.

Reading skills to:	• interpret simple, structured manufacturer instructions when using equipment and preparing chemicals
	• interpret directions and safety instructions, including:
	  • equipment operating manuals
	  • product labels
	  • safety data sheets (SDS).

Writing skills to:	• document and report faults in equipment to manufacturer and other personnel.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Machinery must include at least three of the following:	• bottle-making machines • concrete-making machines • earth-moving equipment • food-processing machines and equipment • mining industry equipment • trucks • welders.

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Hazards that must be assessed include:	• biological and environmental contaminants • chemical exposure via absorption, ingestion and inhalation • chemical reactivity • dust and fibre particulates • electrical • environmental allergens • explosions • fatigue • fire • manual handling • noise • poor ventilation • slips, trips and falls • syringes and sharps • working in confined spaces.
Machinery cleaning hazards that must be assessed include:	• exposed or damaged electrical components, wiring and cabling • faulty pressure hoses or pressure relief valves • overriding, removing or interfering with machinery safety devices.

Health and safety requirements must include:	• access to communication devices when working alone
	• compliance with Safe Work Australia regulations and guidelines
	• electrical equipment test and tag compliance
	• emergency response procedures
	• environmental controls
	• hazard signs and barricades
	• health and safety induction and refresher training
	• manual handling techniques
	• processes for safely dispensing chemicals
	• risk assessment procedures, including:
	  • hazardous chemicals register
	  • hierarchy of control
	  • job safety analyses (JSA) for low-risk situations
	  • safe work method statements (SWMS) for high-risk situations
	  • incident reporting
	• SDS
	• selection and use of required PPE
	• storage and maintenance of equipment according to manufacturer specifications
	• use of first aid according to SDS information.

Equipment must	• air blowers

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include at least two of the following:	• brooms • cloths • high-pressure water cleaning units • hoses • squeegees.
Personal protective equipment must include at least two of the following:	• ear muffs and plugs • gloves • eye protection • hard hats • hair and beard nets • disposable respirators • safety shoes.
Cleaning techniques must include:	• air blowing • dry wiping • hosing down • low-water cleaning methods • pre-spraying • pressure washing • rinsing • scrubbing and wiping • spot cleaning • washing and wiping • wet wiping.
Cleaning chemicals must include at least one of the following:	• acid cleaners • alkaline cleaners • low environmental impact chemicals • neutral cleaners • solvent cleaners.

Cleaned must include:	• selecting and using required:
	  • equipment
	  • PPE
	  • chemicals
	  • cleaning techniques.

Unit Mapping Information

CPPCLO3021A Clean industrial machinery

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Assessment Requirements for CPPCLO3021 Clean industrial machinery

Modification History

Release	Comments
Release 1	Replaces superseded equivalent CPPCLO3021A Clean industrial machinery. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also use safe and efficient methods to clean three of the following types of industrial machinery:

- bottle-making machines
- concrete-making machines
- earth-moving equipment
- food-processing machines and equipment
- mining industry equipment
- trucks
- welders.

The person must demonstrate each of the following techniques when cleaning the above industrial machinery:

- air blowing
- dry wiping
- hosing down
- low-water cleaning methods
- pre-spraying
- pressure washing
- rinsing
- scrubbing and wiping
- spot cleaning

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- washing and wiping
- wet wiping.

In doing the above work, the person must:

- identify site hazards and control risks before commencing the task
- select required cleaning equipment and chemicals according to type of machinery and extent of cleaning required
- identify surface and soil types
- handle and dispose of waste safely and according to client and environmental requirements.

Knowledge Evidence

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

- environmental requirements relating to cleaning industrial machinery, including:
  - clean-up, containment and isolation procedures
  - environmental protection agency requirements relating to cleaning industrial machinery
  - use of low-energy cleaning methods
  - use of low-moisture cleaning methods
  - use of low water-use equipment and water-efficient cleaning methods
  - use of non-chemical cleaning methods.
- key requirements of legislation, regulations, codes of practice and industry advisory standards relating to cleaning industrial machinery, including industry advisory standards and codes, such as dangerous goods codes
- machinery manufacturer cleaning specifications, including restrictions or limitations on surfaces that can be pressure washed
- procedures for avoiding incidental damage to industrial machinery through the cleaning process, including:
  - discoloration
  - electrical dampness
  - filter damage
  - paint removal
  - rust
- range and application of cleaning equipment and chemicals for industrial machinery
- range and application of cleaning methods for:
  - electrical equipment
  - industrial machinery
- safe handling techniques for working with hazardous chemicals, including:
  - emergency chemical spill control measures
  - routes of entry and potential symptoms of exposure to chemicals

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  - safe methods for diluting chemicals
  - working according to safety data sheets (SDS)
- type and characteristics of different soil found on industrial machinery, including:
  - dust
  - exhaust and soot
  - food and food scraps
  - grease
  - oil
  - paint.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as listed in the range of conditions
  - personal protective equipment (PPE) as listed in the range of conditions
- materials:
  - cleaning chemicals as listed in the range of conditions
- specifications:
  - equipment operating manuals
  - SDS
- physical conditions:
  - suitable venue with access to range of industrial machinery listed in the performance evidence
- relationships with team members and supervisor:
  - work may be conducted alone or as part of a team.

Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO3024 Clean fabric upholstery

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCCL3014A Clean fabric upholstery. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to clean fabric upholstery. The unit covers identifying the backing materials used, classifying the fibre, and assessing the furniture construction. It also covers selecting equipment, chemicals and methods to perform the cleaning task safely and efficiently.

The unit supports cleaners who work alone or in teams. It applies in a range of commercial and residential work sites.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.

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1.	Identify upholstery construction.	1.1.	Job requirements are identified, upholstery is assessed, and yarn type and fibre form are identified and confirmed.
		1.2.	Weave type and texture style are determined by observation and tactile methods according to company requirements.
2.	Assess and classify upholstery fabric.	2.1.	Upholstery ***fabric*** sample is obtained and tested to identify fibre according to manufacturer specifications, company and ***health and safety requirements***.
		2.2.	Fibre is inspected to determine probable dye methods used during manufacture.
		2.3.	Pre-existing conditions are identified and reported according to company requirements.
		2.4.	Colour-fastness of fabric upholstery is ***tested*** and any previously applied topical treatments are identified.
3.	Assess furniture construction.	3.1.	Backing materials and cushion filling are identified by opening cushioning where possible or inspecting behind buttons according to company requirements.
		3.2.	Filling material in piping is inspected and classified according to manufacturer specifications and company requirements.
4.	Determine cleaning methods.	4.1.	***Type of soil*** is identified and cleaning techniques are selected according to company requirements.
		4.2.	Cleaning processes and expected outcomes are explained clearly to client and client approval to proceed is obtained.
5.	Prepare to apply cleaning techniques to fabric upholstery.	5.1.	Work site ***hazards*** are identified and risks controlled according to company, legislative, and health and safety requirements.
		5.2.	Health and safety requirements for the site and type of work to be undertaken are identified and applied to planning.
		5.3.	***Personal protective equipment*** (PPE) is selected and used according to manufacturer specifications, and health and safety and company requirements.
		5.4.	***Equipment*** is selected according to job requirements,

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			checked for serviceability, and faults are rectified or reported before starting work.
		5.5.	Chemicals are selected and prepared according to manufacturer specifications, and health and safety and company requirements.
		5.6.	Signs and barricades are selected and installed according to health and safety, and company requirements.
6.	Apply cleaning techniques to fabric upholstery.	6.1.	Furniture and fittings are removed to allow cleaning tasks to be performed.
		6.2.	Soil is removed and fabric upholstery is ***cleaned*** according to manufacturer specifications and company requirements.
7.	Tidy work site.	7.1.	Collected soil and waste are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements.
		7.2.	Furniture and fittings are returned to original position according to client requests, work order, and health and safety requirements.
		7.3.	Signs and barricades are removed according to work order, and health and safety, and company requirements.
8.	Clean and safety check equipment, and store equipment and chemicals.	8.1.	Equipment and PPE are cleaned, safety checked and stored according to manufacturer specifications and environmental, health and safety, and company requirements.
		8.2.	Unused chemicals are stored or disposed of according to manufacturer specifications, and health and safety and company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• recognise different fabrics, fibres and upholstery methods of construction based on previous experience.

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Numeracy skills to:	• dilute and mix required chemicals using whole numbers and routine fractions.
Oral communication skills to:	• ask questions to clarify job requirements • respond clearly and concisely to client questions.

Reading skills to:	• interpret directions and safety instructions, including:
	  • equipment operating manuals
	  • product labels
	  • safety data sheets (SDS).

Writing skills to:	• document and report faults in equipment to manufacturer and other personnel.
Teamwork skills to:	• work collaboratively with others when cleaning at the same work site.
Initiative and enterprise skills to:	• identify and rectify faults in own work.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Fabrics must include at least three of the following:	• acetate • acrylic • cotton • jute • linen • nylon • polyester • polypropylene • rayon • silk • wool.
Health and safety requirements must include:	• access to communication devices when working alone • compliance with Safe Work Australia regulations and guidelines • electrical equipment test and tag compliance • emergency response procedures • environmental controls • hazard signs and barricades • health and safety induction and refresher training

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- manual handling techniques
- processes for safely dispensing chemicals
- risk assessment procedures, including:
  - hazardous chemicals register
  - hierarchy of control
  - job safety analyses (JSA) for low-risk situations
  - safe work method statements (SWMS) for high-risk situations
  - incident reporting
- SDS
- selection and use of required PPE
- storage and maintenance of equipment according to manufacturer specifications
- use of first aid according to SDS information.

Testing of colour-fastness must use at least one of the following:

- burn test
- chemical test
- sink and float test.

Types of soil must include at least three of the following:

- beverage
- blood
- candle wax
- chewing gum
- dye stuffs
- food
- glue
- grease
- human and animal waste
- hydrocarbons
- lipstick
- medicine
- mud and dirt
- nail polish
- paint
- plant stains
- shoe polish
- tar.

Hazards that must be assessed include:

- biological and animal waste
- blood and blood-stained products
- confined and restricted spaces
- contaminated clothing, materials and equipment
- dust and fibres

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	• electrical hazards • heights • inadequate lighting and ventilation • indoor air quality • infectious diseases • noise.
Personal protective equipment must include at least two of the following:	• disposable respirators • eye protection • gloves • safety shoes.
Equipment must include at least one of the following:	• air filtration device • dehumidification equipment • extraction tools and units • moisture detection equipment.

Cleaned must include	• selecting and using required:
	  • equipment
	  • PPE
	  • chemicals
	  • cleaning techniques.

Unit Mapping Information

CPPCCL3014A Clean fabric upholstery

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3024 Clean fabric upholstery

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCCL3014A Clean fabric upholstery. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also:

- clean three of the following different types of fabric upholstery:
  - acetate
  - acrylic
  - cotton
  - jute
  - linen
  - nylon
  - polyester
  - polypropylene
  - rayon
  - silk
  - wool
- for each cleaning task, remove three of the following different types of soil:
  - beverage
  - blood
  - candle wax
  - chewing gum
  - dye stuffs
  - food

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- glue
- grease
- human and animal waste
- hydrocarbons
- lipstick
- medicine
- mud and dirt
- nail polish
- paint
- plant stains
- shoe polish
- tar.

In doing the above work, the person must:

- identify site hazards and control risks before commencing the task
- analyse data gathered during visual and tactile inspection of fabric upholstery to identify type and characteristics of fabric upholstery to be treated
- identify type of yarns, fibres, methods, dyes, filling material and backing used in upholstery making
- correctly and safely test the colour-fastness of the fabric using one or more of the following tests:
  - burn test
  - chemical test
  - sink and float test
- select and prepare equipment, including personal protective equipment (PPE) and chemicals required for the task
- prepare the work site and apply safe and efficient fabric upholstery cleaning methods
- comply with company and environmental requirements relating to cleaning fabric upholstery.

Knowledge Evidence

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

- environmental requirements relating to cleaning fabric upholstery, including:
  - clean-up, containment and isolation procedures
  - low-energy cleaning methods
  - low environmental impact chemicals
  - low-moisture cleaning methods
  - low water-use equipment and other water-efficient cleaning methods
  - non-chemical cleaning methods
- types and characteristics of different upholstery textures and implications for cleaning:

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    - crushed velvet
    - damask
    - glazed
    - moire
    - quilted
- types and characteristics of different upholstery yarns and implications for cleaning:
    - novelty
    - plied
    - single
    - textured
    - twist
- types and characteristics of different upholstery weaves and implications for cleaning:
    - flat
    - jacquard
    - knitted
    - satin
    - twill
    - velvet
- types and characteristics of different upholstery fibre forms and implications for cleaning:
    - continuous filament
    - staple yarn
    - construction methods, including:
        - backing
        - dying
        - filling
        - manufacturing
- key requirements of legislation, regulations, codes of practice and industry advisory standards relating to upholstery cleaning, including:
    - AS/NZS 4849.1 Upholstery cleaning – Fabric upholstery
    - industry advisory standards and codes, such as dangerous goods codes
- safe handling techniques for working with hazardous chemicals, including:
    - emergency chemical spill control measures
    - routes of entry and potential symptoms of exposure to chemicals
    - safe methods for diluting chemicals
    - working according to safety data sheets (SDS)
- procedures for applying fabric upholstery testing methods
- processes for conducting colour-fastness tests, including:
    - burn test
    - chemical test
    - sink and float test

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- processes for safely handling and disposing of waste, including:
  - chemicals past their expiry date
  - machine exhaust emissions
  - obsolete equipment
  - used containers
  - used or contaminated PPE
  - used or unused chemicals.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as listed in the range of conditions
  - PPE as listed in the range of conditions
- materials:
  - fabrics as listed in the range of conditions
- specifications:
  - AS/NZS 4849.1 Upholstery cleaning – Fabric upholstery
  - equipment operating manuals
  - product labels
  - SDS
- physical conditions:
  - work site or venue with upholstered furniture
- relationships with team members and supervisor:
  - work may be conducted alone or as part of a team
- relationship with client:
  - communication with the client are required to confirm and clarify job requirements.

Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO3029 Inspect sites prior to carpet cleaning

Modification History

Release 1.

Replaces superseded equivalent CPPCCL3019A Inspect sites prior to cleaning or treatment.

This version first released with CPP Property Services Training Package Version 4.

Application

This unit of competency specifies the outcomes required to complete an initial analysis of a site prior to the carpet-cleaning process to ensure proper assessment of carpet or fabric cleaning needs. The unit requires the ability to analyse potential hazards and risks, assess the condition of the carpet or upholstery, and communicate with the client to confirm client needs and expectations.

The unit supports carpet cleaners who work alone or in teams. It applies in a range of commercial and residential work sites.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Conduct pre-work site assessment.	1.1. Approval to access and inspect premises is gained from client.

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		1.2.	***Hazards*** are assessed, and risks are controlled and communicated to client.
		1.3.	Future access requirements are identified and negotiated with client.
2.	Assess condition of carpet and upholstery.	2.1.	Age, usage patterns, and history of carpet or upholstery care are confirmed with client.
		2.2.	Level of wear and tear, ***soil type***, and carpet or fabric fading are identified and documented.
		2.3.	Age, mobility and needs of people and pets on premises are identified to determine potential impact of work, which is then communicated to client.
3.	Determine and communicate approach to cleaning.	3.1.	Cleaning approach for carpet or upholstery is identified according to manufacturer specifications.
		3.2.	Cleaning techniques that achieve desired outcomes and satisfy company procedures and legislative requirements are identified following analysis of gathered information.
		3.3.	Cleaning technique, limitations of achievable results, and requirements for care after cleaning process are determined and communicated to client.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Oral communication skills to:	• ask questions to clarify job requirements • respond clearly and concisely to client questions.

Reading skills to:	• interpret directions and safety instructions, including:
	  • product labels
	  • safety data sheets (SDS).

Writing skills to:	• document assessment and recommendations for the cleaning approach, limitations, and after care requirements.

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Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Hazards that must be assessed include:

- biological and environmental contaminants
- chemical exposure via absorption, ingestion and inhalation
- chemical reactivity
- dust and fibre particulates
- electrical
- environmental allergens
- explosions
- fatigue
- fire
- manual handling
- noise
- poor ventilation
- slips, trips and falls
- syringes and sharps
- working in confined spaces.

Soil types must include at least five of the following:

- beverage
- blood
- candle wax
- chewing gum
- cigarette butts
- dust
- dye stuffs
- food
- grease
- heavy dirt build-up
- hospital waste
- hydrocarbons
- industrial and chemical waste
- lipstick
- nail polish
- oil
- paper
- plant stains
- rainwater
- shoe polish
- tar.

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Unit Mapping Information

CPPCCL3019A Inspect sites prior to cleaning or treatment

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3029 Inspect sites prior to carpet cleaning

Modification History

Release 1.

Replaces superseded equivalent CPPCCL3019A Inspect sites prior to cleaning or treatment.

This version first released with CPP Property Services Training Package Version 4.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also inspect and assess the condition of two different types of carpet and one upholstered piece of furniture, and provide recommendations on suitable cleaning care for each.

In doing the above work, the person must:

- identify site hazards and control risks before commencing the task
- communicate with customers to obtain required information and negotiate access
- diagnose textile condition and determine cleaning techniques to be used
- communicate recommended cleaning approach to client.

Knowledge Evidence

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

- carpet characteristics, including:
  - carpet construction
  - carpet types
  - dying methods
  - features of fibres, piles and yarns
  - installation methods
- cleaning options for carpet, including:
  - drying times
  - low-moisture cleaning methods
  - pre-spotting and stain-removal methods

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- water-efficient cleaning methods.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- physical conditions:
  - suitable work site or venue with carpets and upholstery
- relationships with team members and supervisor:
  - work may be conducted alone or as part of a team
- relationship with client:
  - communication with the client is required to negotiate site access, gather information and communicate recommendations.

Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO3030 Develop a plan to mitigate water damage and restore carpets

Modification History

Release 1.

Replaces superseded non-equivalent CPPCCL3018A Inspect sites with water damage and CPPCCL3020A Develop a plan to mitigate water damage and restore carpet.

This version first released with CPP Property Services Training Package Version 4.

Application

This unit of competency specifies the outcomes required to inspect water damaged sites, identify the cause of damage, and develop a plan to manage the water damage mitigation and carpet restoration process. Communicating effectively with the client or insurer to clarify their needs and expectations is central to the process. The unit includes working with the owner or manager of the premises and insurance company to plan and resource the project and select the most cost-effective and appropriate restoration techniques.

The unit supports carpet cleaners who work alone or in teams. It applies in a range of commercial and residential work sites.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Access and prepare site for inspection.	1.1. Client and insurance company contact details are obtained and confirmed, reporting requirements are determined, and approval to access and inspect site is gained.
		1.2. Work site ***hazards*** are assessed and risks controlled according to company, legislative, and health and safety requirements.
		1.3. ***Health and safety requirements*** for site and type of work to be undertaken are identified and applied to planning.
		1.4. Insurance arrangements are confirmed and insurance excess payment is collected according to company policy.
		1.5. Site is secured and immediate physical hazards are addressed prior to proceeding with assessment.
		1.6. ***Equipment*** required to conduct site assessment is selected and prepared.
		1.7. ***Personal protective equipment*** (PPE) is sourced and used according to manufacturer specifications and industry standards.
2.	Assess water damage.	2.1. Existing inundation of water is identified and water entry is isolated or stopped as required.
		2.2. Investigations and discussions are held with client to identify source and ***type of water***.
		2.3. Extent of damage to carpet, underlay and sub-floor is assessed using selected ***techniques***, and is documented.
		2.4. ***Factors affecting mitigation and restoration*** are analysed and documented.
		2.5. Other building materials and installations are checked for water damage using penetrative and non-penetrative measuring devices to determine degree of moisture and results are documented.
		2.6. Photographic evidence of site damage is recorded according to company procedures.
		2.7. Site measurements are documented to assist in

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		calculating repair costs and determining techniques to be used to assist mitigation and restoration.
3.	Develop and document plan.	3.1. Information gathered during site assessment is analysed to determine potential for drying and restoring carpet or replacing carpet and underlay.
		3.2. Strategies to protect or restore other building materials and installations are analysed and documented.
		3.3. Risk management plan outlining cost-effective solutions for managing and mitigating water damage is developed and documented according to legislative and company procedures.
		3.4. Timeline for conducting mitigation and restoration work is negotiated with owner or manager and insurer of premises.
		3.5. Formal agreement to proceed with work is secured and documentation, including acceptance of quotation, is completed according to standard company procedures.
4.	Clean and safety check equipment, and store equipment and chemicals.	4.1. Equipment and PPE are cleaned, safety checked and stored according to manufacturer specifications and environmental, health and safety, and company requirements.
		4.2. Unused chemicals are stored or disposed of according to manufacturer specifications, and health and safety and company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• take accurate site measurements • perform cost estimates.
Oral communication skills to:	• request advice or further information from client or others • respond clearly and concisely to client questions.
Reading skills to:	• read and interpret directions and safety instructions, including: • work instructions

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- safety data sheets (SDS).

Writing skills to:
- document findings and produce reports.

Problem-solving skills to:
- develop damage mitigation plans and strategies for different work sites.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Hazards that must be assessed include:
- biological and environmental contaminants
- chemical exposure via absorption, ingestion and inhalation
- chemical reactivity
- dust and fibre particulates
- electrical
- environmental allergens
- explosions
- fatigue
- fire
- manual handling
- noise
- poor ventilation
- slips, trips and falls
- syringes and sharps
- working in confined spaces.

Health and safety requirements must include:
- access to communication devices when working alone
- compliance with Safe Work Australia regulations and guidelines
- electrical equipment test and tag compliance
- emergency response procedures
- environmental controls
- hazard signs and barricades
- health and safety induction and refresher training
- manual handling techniques
- processes for safely dispensing chemicals
- risk assessment procedures, including:
  - hazardous chemicals register
  - hierarchy of control
  - job safety analyses (JSA) for low-risk situations

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- safe work method statements (SWMS) for high-risk situations
- incident reporting
- SDS
- selection and use of required PPE
- storage and maintenance of equipment according to manufacturer specifications
- use of first aid according to SDS information.

Equipment must include:

- digital camera
- moisture measuring devices.

Personal protective equipment must include at least two of the following:

- eye protection
- gloves
- high visibility vests
- protective clothing
- respirators
- safety shoes
- tongs
- wet-work clothing.

Type of water must include at least one of the following:

- black water
- clear water
- grey water.

Techniques must include at least five of the following:

- corner inspection
- blue lights
- high intensity inspection lights
- hygrometers
- moisture meters
- moisture sensors or probes
- psychometric evaluation
- thermal imaging
- thermometers
- visual inspection.

Factors affecting mitigation and restoration must include:

- method of carpet construction
- condition of carpet
- type and condition of underlay
- method of installation
- condition of smooth edge
- type and condition of sub-floor.

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Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3030 Develop a plan to mitigate water damage and restore carpets

Modification History

Release 1.

Replaces superseded non-equivalent CPPCCL3018A Inspect sites with water damage and CPPCCL3020A Develop a plan to mitigate water damage and restore carpet.

This version first released with CPP Property Services Training Package Version 4.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also assess two different sites with water damaged carpet and develop and document a plan to mitigate the water damage, including a cost analysis to undertake works. The plan must include all associated costs of works to be undertaken, an assessment of the risks and hazards to be managed before commencing work, and timelines to complete the work.

In doing the above work, the person must:

- communicate with clients to obtain required information and arrange site access
- assess and protect the above sites against the following immediate physical hazards:
  - continuing water inundation
  - electrical dangers
- identify the source of water damage from the following common occurrences:
  - blocked drains
  - burst pipes
  - overflow of sinks and baths
  - river and stream overflows
  - storm damage
- identify the type of water damage from the following:
  - black water
  - clear water
  - grey water
- assess extent of water damage using five of the following different techniques:

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  - corner inspection
  - blue lights
  - high intensity inspection lights
  - hygrometers
  - moisture meters
  - moisture sensors or probes
  - psychometric evaluation
  - thermal imaging
  - thermometers
  - visual inspection
- comply with company, legislative and regulatory requirements for water mitigation and restoration operations.

Knowledge Evidence

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

- range of methods and equipment used to assess water damage, and their application and limitations
- carpet characteristics, including:
  - carpet construction
  - carpet types
  - dying methods
  - features of fibres, piles and yarns
  - sub-flooring structures
  - underlay types
- carpet restoration options, including:
  - carpet removal and reinstallation
  - pre-spotting and stain-removal methods
- key requirements of legislation, regulations, codes of practice and industry advisory standards relating to restoring carpets, including AS/NZS 3733 Textile floor coverings – Cleaning maintenance of residential and commercial carpeting
- processes and techniques for confirming the presence of black, clean and grey water.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as listed in the range of conditions
  - personal protective equipment (PPE) as listed in the range of conditions
- contingencies:
  - water entering site may need to be isolated or stopped to make site safe

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- specifications:
  - AS/NZS 3733 Textile floor coverings – Cleaning maintenance of residential and commercial carpeting
  - company documentation relating to developing plans to mitigate water damage and restore carpets
  - clients with differing needs and expectations
- physical conditions:
  - actual or simulated work environments
- relationships with team members and supervisor:
  - work may be conducted alone or as part of a team
- relationship with client:
  - confirm requirements
  - liaise with client and insurers.

Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO3035 Maintain cleaning storage areas

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCLO2035A Maintain cleaning storage areas. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to maintain cleaning consumable storage areas to ensure they are accessible to authorised personnel only, that their contents are safely stored, and that equipment is maintained in serviceable condition. It requires the ability to maintain and operate a safe and efficient cleaning storage area following established procedures for storing and using chemicals according to legislative and health and safety requirements. The unit includes the movement and control of equipment, chemicals and consumables used in the provision of cleaning services.

The unit supports cleaners who work alone or in teams. It applies to storage areas in a range of commercial and residential work sites, including cleaners' rooms at a client work site, chemical cupboards, equipment storage bays, and in-built vehicular storage arrangements to keep consumables and equipment secure during transportation.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the Performance criteria describe the performance needed to

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essential outcomes.		demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Ensure safety and security of cleaning storage area and its contents.	1.1. ***Storage area*** is secured from unauthorised access according to legislative, company, and ***health and safety requirements***.
		1.2. ***Hazards*** in storage area are assessed and risks controlled according to legislative, company, and health and safety requirements.
		1.3. Safety warning charts and labels are prominently displayed and ***safety information*** is made accessible according to legislative, company, and health and safety requirements.
		1.4. ***Equipment*** is stored, maintained and checked to enable ready access and re-use according to manufacturer specifications and legislative, company, and health and safety requirements.
		1.5. ***Cleaning chemicals*** and ***consumables*** are stored according to manufacturer specifications and legislative, company, and health and safety requirements.
		1.6. ***Personal protective equipment*** (PPE) is cleaned, safety checked and stored, and maintenance requirements are recorded, according to manufacturer specifications, and health and safety and company requirements.
		1.7. Communication tools are stored and used according to company requirements.
		1.8. Storage area is kept accessible and free of obstacles according to practical restrictions of site or vehicle, and health and safety and company requirements.
2.	Control equipment, chemical and consumable stock.	2.1. Inventory system of equipment, PPE, chemicals and consumables with maximum and minimum holding levels is maintained according to company requirements.
		2.2. Usage patterns are monitored and chemicals and consumables are re-ordered to maintain required levels according to company requirements.
		2.3. Labelling system of containers is maintained according to manufacturer specifications and legislative, company, and health and safety requirements.

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		2.4.	Chemicals and consumables are issued on a first-in first-out basis according to company requirements.
3.	Handle waste.	3.1.	Collected soil and waste are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements.
		3.2.	Obsolete equipment and chemicals are identified, collected and disposed of according to manufacturer specifications, and environmental, legislative, company, and health and safety requirements.
4.	Respond to emergency situations.	4.1.	Spillages and emergency situations are responded to in line with emergency response procedures and according to environmental, legislative, company, and health and safety requirements.
		4.2.	Required documentation is completed following an emergency situation and submitted according to environmental, legislative, company, and health and safety requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• identify and access a range of resources to assist in maintaining security and safety of cleaning storage area.
Numeracy skills to:	• calculate current and required levels of stock.
Oral communication skills to:	• ask questions to clarify job requirements.

Reading skills to:	• interpret simple, structured manufacturer instructions when using equipment and chemicals
	• interpret directions and safety instructions, including:
	  • equipment operating manuals
	  • product labels
	  • safety data sheets (SDS).

Writing skills to:	• report faults in equipment to manufacturer and other personnel • use legible handwriting when recording stock levels and completing incident reports.

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Teamwork skills to:	• work collaboratively with others accessing and using the same storage area.
Initiative and enterprise skills to:	• proactively report the need for additional products or equipment.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Storage area must include at least one of the following:	• cleaners' room located at client work site • in-vehicular cleaning storage facility.

Health and safety requirements must include:	• access to communication devices when working alone
	• compliance with Safe Work Australia regulations and guidelines
	• electrical equipment test and tag compliance
	• emergency response procedures
	• environmental controls
	• hazard signs and barricades
	• health and safety induction and refresher training
	• manual handling techniques
	• processes for safely dispensing chemicals
	• risk assessment procedures, including:
	  • hazardous chemicals register
	  • hierarchy of control
	  • job safety analyses (JSA) for low-risk situations
	  • safe work method statements (SWMS) for high-risk situations
	  • incident reporting
	• SDS
	• selection and use of required PPE
	• storage and maintenance of equipment according to manufacturer specifications
	• use of first aid according to SDS information.

Hazards that must be assessed include:	• biological and environmental contaminants • chemical exposure via absorption, ingestion and inhalation • chemical reactivity • dust and fibre particulates

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- electrical
- environmental allergens
- explosions
- fatigue
- fire
- manual handling
- noise
- poor ventilation
- slips, trips and falls
- syringes and sharps
- working in confined spaces.

Safety information must include:

- chemical co-location, separation and segregation arrangements
- chemical manifests
- chemical registers
- company policies and procedures relating to workplace safety
- equipment operation manuals
- manufacturer specifications
- product labels
- SDS.

Equipment must include at least five of the following:

- access equipment, such as ladders
- bins
- brooms
- buckets
- buffers
- cleaning trolleys
- cloths
- cobwebbers
- doodle bag holders
- drop sheets
- drying equipment
- dustpans and brushes
- dusters
- extension poles
- extraction units
- wands
- hoses
- microfibre products
- mops
- polishers
- pressure-washing equipment and attachments
- scouring pads
- scrapers

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	• scrubbers • sponges • spray bottles • squeegees • steam cleaners • sweepers • vacuum cleaners and attachments • window cleaning equipment • work site communication devices.
Cleaning chemicals must include at least one of the following:	• acid cleaners • alkaline cleaners • low environmental impact chemicals • neutral cleaners • solvent cleaners.
Consumables must include at least two of the following:	• air fresheners • hand towels • liner bags • soap • toilet paper.
Personal protective equipment must include at least two of the following:	• disposable respirators • eye protection • gloves • protective clothing • safety shoes.

Unit Mapping Information

CPPCLO2035A Maintain cleaning storage areas

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3035 Maintain cleaning storage areas

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCLO2035A Maintain cleaning storage areas. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also maintain one of the following cleaning storage areas:

- cleaners' room located at client work site
- in-vehicular cleaning storage facility used to transport cleaning equipment from site to site.

In doing the above work, the person must:

- maintain cleaning storage area and stock levels, ensuring correct storage of equipment, chemicals and consumables required for work site and client requirements
- maintain the security and accessibility of storage area
- maintain accurate labelling of chemicals
- maintain legible stock control records and documentation
- access each of the following documentation:
  - accident and incident reporting documentation
  - job sheets
  - health and safety control procedures, forms and documentation
  - safety data sheets (SDS).

In doing the above work, the person must also implement correct emergency response procedures in the event of a chemical spillage on site or inside the cleaning storage area, including:

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- undertaking correct clean-up procedures, including erecting required signs and barricades
- accurately and legibly completing required incident reporting documentation.

Knowledge Evidence

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

- application and operation of on-site communication tools, including:
  - mobile telephones
  - noticeboards
  - two-way radios
  - whiteboards
- documentation requirements in the event of an incident or accident
- environmental requirements relating to maintaining cleaning storage areas, including:
  - clean-up, containment and isolation procedures
  - environmental protection agency requirements relating to maintaining cleaning storage areas
  - use of low-energy cleaning methods
  - use of low-moisture cleaning methods
  - use of low water-use equipment and water-efficient cleaning methods
  - use of non-chemical cleaning methods
- key requirements of legislation, regulations, codes of practice and industry advisory standards relating to maintaining cleaning storage areas, including:
  - health and safety legislation
  - industry advisory standards and codes, such as dangerous goods codes
- safe handling techniques for working with hazardous chemicals, including:
  - emergency chemical spill control measures
  - routes of entry and potential symptoms of exposure to chemicals
  - safe methods for diluting chemicals
  - working according to SDS
- procedures for safe treatment and handling of the following waste:
  - chemicals past their expiry date
  - obsolete equipment
  - packaging
  - used containers
  - used or contaminated personal protective equipment (PPE)
  - used or unused chemicals
- processes for inventory and stock control and ordering replenishment stock
- manufacturer specifications for equipment and chemicals being used.

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Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as listed in the range of conditions
  - PPE as listed in the range of conditions
- materials:
  - cleaning chemicals as listed in the range of conditions
  - consumables as listed in the range of conditions
- contingencies:
  - handling of chemicals that are past expiry
  - disposal of contaminated PPE and materials
  - handling of emergency situations
- specifications:
  - equipment operating manuals
  - product labels
  - SDS
- physical conditions:
  - access to commercial or residential cleaning site with suitable cleaning storage area
- relationships with team members and supervisor:
  - work may be conducted alone or as part of a team.

Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO3036 Clean at heights

Modification History

Release 1.

Replaces superseded equivalent CPPCLO3036A Clean at high levels.

This version first released with CPP Property Services Training Package Version 4.

Application

This unit of competency specifies the outcomes required to clean at heights above two metres from the ground or from a solid floor construction. It covers assessing the extent of the cleaning task and selecting the required equipment, chemicals and cleaning methods. Cleaning at heights may occur indoors or outdoors and can involve the use of specialised equipment to access the area to be cleaned.

The unit supports cleaners who work alone or in teams. It applies in a range of commercial and residential work sites. The unit does not apply to work requiring the use of elevated work platforms.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Identify work area	1.1. Work area and job requirements are identified and need

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	requirements.		for access equipment is confirmed according to work instructions.
		1.2.	Method of accessing work area is identified according to ***safe work method statement*** (SWMS).
		1.3.	Access equipment is selected, set up and inspected for defects, and issues are reported and rectified before commencing cleaning tasks.
		1.4.	Safe work methods for moving cleaning equipment and chemicals are identified to minimise risks.
		1.5.	Personal protective equipment (PPE) is selected according to the work task, manufacturer specifications, and health and safety and company requirements.
		1.6.	Tasks are sequenced to ensure maximum efficiency for completing cleaning requirements.
		1.7.	Drop sheets are placed on floor, furniture and equipment as required and according to client and site requirements.
2.	Access area to be cleaned.	2.1.	***Fall protection system*** where required is correctly fitted, adjusted and anchored.
		2.2.	Work site ***hazards*** are assessed and risks controlled according to company, legislative, and ***health and safety requirements***.
		2.3.	Access equipment is inspected for defects, and issues are reported and rectified within scope of own responsibilities according to health and safety requirements.
		2.4.	Cleaning equipment and chemicals are positioned to eliminate risk of items falling.
3.	Conduct cleaning tasks.	3.1.	Cleaning is conducted following approved procedures and SWMS.
		3.2.	Communication with team members and other site personnel is maintained as required to progress cleaning tasks within agreed timelines.
		3.3.	Fall protection system is kept in place and adjusted to cater for movement during cleaning process.
		3.4.	Scaffold components and fall barriers are kept in place during cleaning process.

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	3.5. Work area is exited following SWMS and supervisor-approved methods for moving self, cleaning equipment and chemicals to ground level.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• dilute and mix chemicals required for cleaning tasks using whole numbers and routine fractions.
Oral communication skills to:	• ask questions to clarify job requirements.

Reading skills to:	• interpret safety instructions in a range of texts, including:
	  • equipment manuals
	  • safety data sheets (SDS).

Writing skills to:	• document and report faults in equipment to manufacturer and other personnel.
Planning and organising skills to:	• locate and apply instructions for cleaning tasks • plan and schedule cleaning tasks.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Safe work method statement must include:	• tools and equipment, including PPE prescribed by legislation, regulations, and work site and workplace requirements • establishing exclusion areas using signs and barricades • hazard identification and risk assessment for work site and job tasks • health and safety and environmental requirements mandated by regulatory authorities, work site safety plan, and workplace procedures • risk control measures to be implemented for job tasks • safe operating procedures for:

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- accessing, moving within, and leaving work site
- moving and placing tools, equipment and materials
- using tools and equipment at heights.

Fall protection systems must include at least one of the following:

- lanyards
- harness.

Hazards that must be assessed include:

- biological and environmental contaminants
- chemical exposure via absorption, ingestion and inhalation
- chemical reactivity
- dust and fibre particulates
- electrical
- environmental allergens
- explosions
- fatigue
- fire
- manual handling
- noise
- poor ventilation
- slips, trips and falls
- syringes and sharps
- working in confined spaces.

Health and safety requirements must include:

- access to communication devices when working alone
- compliance with Safe Work Australia regulations and guidelines
- electrical equipment test and tag compliance
- emergency response procedures
- environmental controls
- hazard signs and barricades
- health and safety induction and refresher training
- manual handling techniques
- processes for safely dispensing chemicals
- risk assessment procedures, including:
  - hierarchy of control
  - job safety analyses (JSA) for low-risk situations
  - SWMS for high-risk situations
  - incident reporting
- SDS
- selection and use of required PPE
- storage and maintenance of equipment according to manufacturer specifications
- use of first aid according to SDS information.

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Unit Mapping Information

CPPCLO3036A Clean at high levels

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3036 Clean at heights

Modification History

Release 1.

Replaces superseded equivalent CPPCLO3036A Clean at high levels.

This version first released with CPP Property Services Training Package Version 4.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also:

- identify, assess and manage risks while completing three different cleaning tasks at a height above two metres from the ground or from a solid floor construction, with one of the cleaning tasks requiring the use of a fall protection system
- transport cleaning equipment and chemicals to the above work areas
- complete the above cleaning tasks using the transported cleaning equipment and chemicals
- return the cleaning equipment and chemicals to ground level at job completion.

In doing the above work, the person must:

- locate, interpret and apply cleaning task information, standards and specifications
- select, prepare and use required access and fall protection system and work methods
- safely and effectively use tools, plant and equipment
- communicate and work effectively and safely with others.

Knowledge Evidence

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

- key requirements of legislation, regulations, codes of practice and industry advisory standards relating to cleaning at heights, including:
  - Australian standards and codes of practice for the safe use of ladders
  - work health and safety legislation when cleaning at heights
- preparation and safe use of access equipment when cleaning, including:
  - bosun chairs

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  - building maintenance units
  - extension poles
  - industrial rope access
  - ladders, including extension ladders
  - scaffolding
  - water-fed extension brooms
- processes for identifying and reporting faults in access equipment and fall protection systems.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - access equipment required for site
  - cleaning equipment required for task
  - fall protection systems required for site
  - signs and barricades required for task
- materials:
  - cleaning products required for task
- specifications:
  - safe work method statement (SWMS)
- physical conditions:
  - suitable venue with cleaning required at least two metres above ground or a solid floor construction
  - suitable weather conditions if task performed outdoors
- contingencies:
  - faults in access equipment
- relationships with team members and supervisor:
  - work may be conducted alone or as part of a team.

Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the Standards for Registered Training Organisations (RTOs) current at the time of assessment.

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Links

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CPPCLO3037 Clean external surfaces

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCLO2037A Clean external surfaces. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to use cleaning equipment, chemicals and materials to remove soil from external surfaces. It covers assessing the extent of the cleaning task; selecting required equipment, chemicals and cleaning methods; and performing the task safely from ground level using extension poles if height access is required.

The unit supports cleaners who work alone or in teams. It applies in a range of commercial and residential work sites. The unit does not apply to specialised cleaning of sandstone and heritage buildings.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Plan and prepare.	1.1.	Type and condition of ***external surface*** are assessed, ***soil type*** is identified, job requirements are reviewed, and issues are clarified.
		1.2.	Work site ***hazards*** are assessed and risks controlled according to company, legislative, and ***health and safety requirements***.
		1.3.	Cleaning techniques are confirmed according to company requirements.
		1.4.	***Equipment*** is selected according to job requirements, checked for serviceability, and faults are rectified or reported before starting work.
		1.5.	Required ***cleaning chemicals*** are selected and prepared.
		1.6.	***Personal protective equipment*** (PPE) is sourced according to manufacturer specifications, and health and safety and company requirements.
		1.7.	Signs and barricades are installed according to health and safety, and company requirements.
		1.8.	Pre-existing damage is identified and reported according to company requirements.
2.	Clean and tidy work site.	2.1.	Surface area is pre-sprayed with cleaning chemicals if required according to manufacturer specifications.
		2.2.	Surface area is cleaned using selected and prepared equipment, chemicals and cleaning techniques to remove visible dirt and grime.
		2.3.	Surface area is rinsed and wiped or squeegeed to remove streaks and excess water.
		2.4.	Cleaning process is repeated if required for heavy staining.
		2.5.	Collected soil and waste are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements.
		2.6.	Signs and barricades are removed according to health and safety, and company requirements.
3.	Clean and safety	3.1.	Equipment and PPE are cleaned, safety checked and

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check equipment, and store equipment and chemicals.		stored according to manufacturer specifications and environmental, health and safety, and company requirements.
	3.2.	Unused chemicals are stored or disposed of according to manufacturer specifications, and health and safety and company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• dilute and mix required chemicals using whole numbers and routine fractions.
Oral communication skills to:	• ask questions to clarify job requirements.

Reading skills to:	• interpret simple, structured manufacturer instructions when using equipment and preparing chemicals
	• interpret directions and safety instructions, including:
	  • equipment operating manuals
	  • product labels
	  • safety data sheets (SDS).

Writing skills to:	• document and report faults in equipment to manufacturer and other personnel.
Teamwork skills to:	• work collaboratively with others at the same work site.
Problem-solving skills to:	• identify and select cleaning products and equipment for a range of external surfaces.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

External surfaces must include at least	• aluminium • brick

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three of the following:	• ceramic • concrete • marble • metal • polymer resin • rendered surfaces • terrazzo • wood.
Soil types must include at least two of the following:	• food and beverage stains • graffiti • human and animal waste • mould • mud and soil • scuff marks.
Hazards that must be assessed include:	• biological and environmental contaminants • chemical exposure via absorption, ingestion and inhalation • chemical reactivity • dust and fibre particulates • electrical • environmental allergens • explosions • fatigue • fire • manual handling • noise • poor ventilation • slips, trips and falls • syringes and sharps • working in confined spaces.

Health and safety requirements must include:	• access to communication devices when working alone
	• compliance with Safe Work Australia regulations and guidelines
	• electrical equipment test and tag compliance
	• emergency response procedures
	• environmental controls
	• hazard signs and barricades
	• health and safety induction and refresher training
	• manual handling techniques
	• processes for safely dispensing chemicals
	• risk assessment procedures, including:
	  • hazardous chemicals register
	  • hierarchy of control

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	• job safety analyses (JSA) for low-risk situations • safe work method statements (SWMS) for high-risk situations • incident reporting • SDS • selection and use of required PPE • storage and maintenance of equipment according to manufacturer specifications • use of first aid according to SDS information.
Equipment must include at least two of the following:	• buckets • cloths • extension poles • extraction units for contaminated waste • garbage bins • microfibre products • nylon scourer pads • scrapers • scrubbing brushes • soft bristle brooms • spray bottles • squeegees • water-fed brooms.
Cleaning chemicals must include at least one of the following:	• acid cleaners • alkaline cleaners • low environmental impact chemicals • neutral cleaners.
Personal protective equipment must include at least two of the following:	• disposable respirators • eye protection • gloves • high visibility vests • masks • safety shoes • sun protection • wet-work clothing.

Unit Mapping Information

CPPCLO2037A Clean external surfaces

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3037 Clean external surfaces

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCLO2037A Clean external surfaces. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also:

- clean three of the following different external surfaces, each measuring at least 10 square metres:
  - aluminium
  - brick
  - ceramic
  - concrete
  - marble
  - metal
  - polymer resin
  - rendered surfaces
  - terrazzo
  - wood
- select and use three of the following cleaning methods to clean the above surfaces:
  - low-water cleaning methods, such as using microfibre cleaning products
  - pre-spraying
  - rinsing
  - scraping
  - spot cleaning
  - squeegeeing.

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In doing the above work, the person must:

- identify site hazards and control risks before commencing the task
- identify type and characteristics of external surfaces and types of soil
- select and prepare cleaning equipment and chemicals required for the task
- install required safety signs and barricades at the site
- correctly and safely handle waste generated or collected during the cleaning process.

Knowledge Evidence

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

- range and application of cleaning chemicals and equipment for external surfaces
- cleaning techniques suited to different surface types
- environmental requirements relating to cleaning external surfaces, including:
  - clean-up, containment and isolation procedures
  - environmental protection agency requirements relating to using and disposing of cleaning chemicals
  - use of low water-use equipment and other water-efficient cleaning methods
- processes for treating and handling waste, including:
  - chemicals past their expiry date
  - obsolete equipment
  - packaging
  - used containers
  - used or contaminated personal protective equipment (PPE)
  - used or unused chemicals
- safe handling techniques for working with hazardous chemicals, including:
  - emergency chemical spill control measures
  - routes of entry and potential symptoms of exposure to chemicals
  - safe methods for diluting chemicals
  - working according to safety data sheets (SDS)
- types and characteristics of external surfaces and required cleaning methods.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as listed in the range of conditions
  - PPE as listed in the range of conditions
- materials:
  - cleaning chemicals as listed in the range of conditions

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- specifications:
  - equipment operating manuals
  - product labels
  - SDS
- physical conditions:
  - suitable work site or venue with a range of external surfaces as listed in the performance evidence
- relationships with team members and supervisor:
  - work may be conducted alone or as part of a team.

Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO3038 Clean food-handling areas

Modification History

Release 1.

Replaces superseded equivalent CPPCLO3038A Clean food-handling areas.

This version first released with CPP Property Services Training Package Version 4.

Application

This unit of competency specifies the outcomes required to clean areas where food is dispatched, handled, inspected, packaged, prepared, processed, received, stored and transported. The unit covers assessing the extent of the cleaning task and selecting required cleaning equipment, chemicals and methods.

The unit supports cleaners who work alone or in teams. It applies in a range of commercial and residential work sites, including food courts and commercial or industrial food-processing kitchens or plants.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Plan and prepare to clean	1.1. Work site ***hazards***, including cross-contamination, are assessed and risks controlled according to company,

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	food-handling areas.		legislative, and ***health and safety requirements***.
		1.2.	Requirements of food-safety program applicable to the area are accessed, interpreted and applied to planning.
		1.3.	***Surfaces*** and ***soil types*** are identified by observation, and cleaning techniques and ***cleaning chemicals*** required for task are selected and prepared.
		1.4.	***Equipment*** is selected, checked for serviceability and compliance with cleaning and sanitation requirements of food-safety program, and faults are rectified or reported before starting work.
		1.5.	***Personal protective equipment*** (PPE) is sourced according to manufacturer specifications, and health and safety and company requirements.
		1.6.	***Consumables*** are obtained to meet anticipated usage patterns according to company requirements.
		1.7.	Signs and barricades are selected and installed according to health and safety, and company requirements.
2.	Replenish consumables and remove waste.	2.1.	Consumables are replenished according to client and company requirements.
		2.2.	Rubbish bins are emptied, cleaned and sanitised according to specified requirements, and new replacement bin liners are inserted.
		2.3.	Collected soil and waste are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements.
3.	Clean food-handling surfaces.	3.1.	Loose dirt and debris are removed from food-handling surfaces prior to applying cleaning treatment.
		3.2.	Physical movement around food-handling areas is conducted according to food-safety program.
		3.3.	Chemicals are applied to surfaces and allowed to dwell according to manufacturer specifications and company requirements.
		3.4.	Surfaces are thoroughly rinsed and allowed to dry according to company requirements.
		3.5.	Practices inconsistent with food-safety program are reported according to company requirements.

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4.	Sanitise food-handling surfaces.	4.1. Chemical sanitisers or heat are applied to food-handling surfaces according to job requirements.
		4.2. Surfaces are thoroughly rinsed and allowed to dry according to company requirements.
5.	Clean, safety check and store equipment.	5.1. Signs and barricades are removed according to health and safety, and company requirements.
		5.2. Equipment and PPE are cleaned, safety checked and stored according to manufacturer specifications and environmental, health and safety, and company requirements.
		5.3. Unused chemicals are stored or disposed of according to manufacturer specifications, and health and safety and company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Learning skills to:	• source and apply requirements of different food-safety programs to different food-handling environments.
Numeracy skills to:	• perform calculations required for diluting and mixing chemicals as specified on product labels.
Oral communication skills to:	• ask questions to clarify job requirements.

Reading skills to:	• interpret manufacturer instructions when using equipment and preparing chemicals
	• read and interpret directions and safety instructions, including:
	  • chemical labels
	  • safety data sheets (SDS).

Writing skills to:	• document and report faults in equipment to manufacturer and other personnel.

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Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Hazards that must be assessed include:

- biological and environmental contaminants
- chemical exposure via absorption, ingestion and inhalation
- chemical reactivity
- dust and fibre particulates
- electrical
- environmental allergens
- explosions
- fatigue
- fire
- manual handling
- noise
- poor ventilation
- slips, trips and falls
- sharps.

Health and safety requirements must include:

- access to communication devices when working alone
- compliance with Safe Work Australia regulations and guidelines
- electrical equipment test and tag compliance
- emergency response procedures
- environmental controls
- hazard signs and barricades
- health and safety induction and refresher training
- manual handling techniques
- processes for safely dispensing chemicals
- risk assessment procedures, including:
  - hazardous chemicals register
  - hierarchy of control
  - job safety analyses (JSA) for low-risk situations
  - safe work method statements (SWMS) for high-risk situations
  - incident reporting
- SDS
- selection and use of required PPE
- storage and maintenance of equipment according to manufacturer specifications
- use of first aid according to SDS information.

Surfaces must include

- ceramics and porcelain

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at least five of the following:	• chrome • concrete • floors and walls • fridge and freezer seals • glass • laminate • metal • paint • plastic • stainless steel • stone • terracotta • vinyl.
Soil types must include at least three of the following:	• baked-on food and grease • dust • food and drink stains • food and drink residue • grease and oil • litter • mould • rust • tannin stains.
Cleaning chemicals must include at least one of the following:	• acid cleaners • alkaline cleaners • low environmental impact chemicals • neutral cleaners • solvent cleaners.
Equipment must include at least five of the following:	• brooms • brushes and dustpan • buckets • cleaning trolleys • cloths • disposable wipes • doodle bugs • hoses and nozzles • mops • sharps disposal units • scourers • scrapers • scrubbing and polishing machines • scrubbing brushes • tongs

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	• squeegees.
Personal protective equipment must include at least two of the following:	• disposable respirators • eye protection • gloves • hair nets • safety shoes • tongs.
Consumables must include at least two of the following:	• air fresheners • bin liners • disposable gloves • paper hand towels • liquid hand-soap.

Unit Mapping Information

CPPCLO3038A Clean food-handling areas

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3038 Clean food-handling areas

Modification History

Release 1.

Replaces superseded equivalent CPPCLO3038A Clean food-handling areas.

This version first released with CPP Property Services Training Package Version 4.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also clean three of the following different food-handling areas:

- commercial food-preparation area
- commercial food-processing area
- food court
- food storage area
- refrigeration area
- public food-handling area
- residential food-handling area.

In doing the above work, the person must:

- identify and control site hazards, including contamination hazards, before commencing cleaning, and take steps to prevent identified hazards
- identify type of surfaces and soil present in the work area
- select cleaning equipment required for the task
- fit and use personal protective equipment (PPE) as required by work tasks to meet food business requirements
- maintain housekeeping standards in food-handling area and dispose of waste to meet food-handling requirements
- maintain personal hygiene to ensure that food safety is not compromised
- replenish two different types of consumables.

Knowledge Evidence

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

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- methods for cleaning food-handling areas, including the use of microfibre products
- methods for cleaning surfaces in food-handling areas
- cleaning and sanitation requirements of food-handling areas, including:
  - required chemicals, equipment and cleaning methods
  - personal hygiene practices, including:
    - clothing and footwear requirements associated with working and moving in and between food-handling and non food-handling areas
    - washing hands before entering food-handling areas
- key requirements of legislation, regulations, codes of practice and industry advisory standards relating to cleaning food-handling areas, including Food Safety Standard 3.2.2, Clause 17:3
- processes for safely handling and disposing of waste, including:
  - chemicals past their expiry date
  - obsolete equipment
  - disposal of packaging
  - sweeping detritus
  - used containers
  - used or contaminated PPE
  - used or unused chemicals
- processes for recording and reporting health conditions and illness as required by workplace food-safety procedures
- purpose and operation of food-safety program as it applies to cleaning food-handling areas, including specifications for:
  - how hazards can be controlled
  - how controls are monitored
  - corrective actions required if conditions are not met
  - information to be recorded and procedures to be signed off
  - key requirements of legislation and regulations relating to work in food-handling areas
  - responsibilities for any person visiting or working in food-handling areas
  - minimum procedures to ensure person does not:
    - contaminate food
    - have unnecessary contact with ready-to-eat food
    - spit, smoke or use tobacco or similar in food-handling areas
- range of potential contamination hazards in food-handling areas, including:
  - chemical contamination of food caused by cleaning and sanitation chemicals
  - microbiological contamination of food resulting from cross-contamination when moving into and between food-handling areas
  - physical contamination of food caused by metal, glass, plastic and cloths used in the cleaning process
- routes of entry and potential symptoms of exposure to chemicals

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- types and application of different signs and barricades to be installed prior to cleaning, including:
  - physical barricades and restraints erected to restrict access to site
  - signs complying with legislative requirements and Australian standards warning of danger or adverse conditions, including:
    - cleaning in progress
    - hazardous chemicals in use or present in work area.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as listed in the range of conditions
  - PPE as listed in the range of conditions
- materials:
  - cleaning chemicals as listed in the range of conditions
  - consumables as listed in the range of conditions
- specifications:
  - Food Safety Standard 3.2.2, Clause 17:3
  - food-safety program
  - work instructions and schedules
- physical conditions:
  - work site with food-handling areas
- relationships with team members and supervisor:
  - work may be conducted alone or as part of a team.

Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO3040 Clean ceiling surfaces and fittings

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCLO2010A Clean ceiling surfaces and fittings. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to clean ceiling surfaces and their fittings. It covers assessing the ceiling and fittings to identify the type of soil present, and then selecting and preparing required equipment and cleaning processes. Ceiling surfaces and fittings may be accessed using extension poles or ladders; and surfaces are cleaned to ensure they are free from adhered soil, cobwebs and dust.

The unit supports cleaners who work alone or in teams. It applies in a range of commercial and residential work sites. Ceiling surfaces can be flat, suspended or raked, and made of hard or absorbent materials.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Plan and prepare.	1.1.	Ceiling surface area and ***fittings*** to be cleaned are assessed, soil types are identified, job requirements are reviewed, and issues are clarified.
		1.2.	Work site ***hazards*** are assessed and risks controlled according to company, legislative, and ***health and safety requirements***.
		1.3.	Cleaning techniques are selected according to company requirements.
		1.4.	***Equipment*** is selected according to job requirements, checked for serviceability, and faults are rectified or reported before starting work.
		1.5.	Required ***cleaning chemicals*** are selected and prepared.
		1.6.	***Personal protective equipment*** (PPE) is sourced according to manufacturer specifications, and health and safety and company requirements.
		1.7.	Signs and barricades are selected and installed according to health and safety, and company requirements.
		1.8.	Pre-existing damage is identified and reported according to company requirements.
2.	Clean ceilings and fittings.	2.1.	Floor, furniture and equipment are covered with drop sheets according to company requirements.
		2.2.	Cobwebs and dry dust are removed from ceiling and fittings using required equipment according to job requirements.
		2.3.	Difficult to reach areas are vacuumed according to job requirements.
		2.4.	Fittings are dry wiped according to job requirements.
		2.5.	Chemical solution is applied, if required, to surfaces and fittings, allowed to dwell, and rinsed from surfaces according to manufacturer specifications and job requirements.
		2.6.	Adhered soil is removed and delicate surfaces are cleaned using equipment, including stepladder, selected according to manufacturer safety recommendations.

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3.	Tidy work site.	3.1.	Collected soil and waste are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements.
		3.2.	Furniture and fittings are returned to original position according to job requirements.
		3.3.	Signs and barricades are removed according to health and safety, and company requirements.
4.	Clean and safety check equipment, and store equipment and chemicals.	4.1.	Equipment and PPE are cleaned, safety checked and stored according to manufacturer specifications and environmental, health and safety, and company requirements.
		4.2.	Unused chemicals are stored or disposed of according to manufacturer specifications, and health and safety and company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• dilute and mix required chemicals using whole numbers and routine fractions.
Oral communication skills to:	• ask questions to clarify job requirements • respond clearly and concisely to client questions.

Reading skills to:	• interpret simple, structured manufacturer instructions when using equipment and preparing chemicals
	• interpret directions and safety instructions, including:
	  • equipment operating manuals
	  • product labels
	  • safety data sheets (SDS).

Writing skills to:	• document and report faults in equipment to manufacturer and other personnel.

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Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Fittings must include at least five of the following:

- audiovisual equipment
- cameras
- ceiling fans
- ceiling roses
- cornices
- lighting tracks
- pendant lighting
- recessed lights
- skylights
- sprinkler systems
- vents and grilles.

Hazards to be assessed must include:

- biological and environmental contaminants
- chemical exposure via absorption, ingestion and inhalation
- chemical reactivity
- dust and fibre particulates
- electrical
- environmental allergens
- explosions
- fatigue
- fire
- manual handling
- noise
- poor ventilation
- slips, trips and falls
- syringes and sharps
- working in confined spaces.

Health and safety requirements must include:

- access to communication devices when working alone
- compliance with safe work Australia regulations and guidelines
- electrical equipment test and tag compliance
- emergency response procedures
- environmental controls
- hazard signs and barricades
- health and safety induction and refresher training
- manual handling techniques
- processes for safely dispensing chemicals
- risk assessment procedures, including:

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	• hazardous chemicals register • hierarchy of control • job safety analyses (JSA) for low-risk situations • safe work method statements (SWMS) for high-risk situations • incident reporting • SDS • selection and use of required PPE • storage and maintenance of equipment according to manufacturer specifications • use of first aid according to SDS information.
Equipment must include at least three of the following:	• buckets • cleaning cloths • cleaning trolleys • cobwebbers • drop sheets • dust mops • extension poles • flat mop • lamb's wool applicators • microfibre cloths • sponges • vacuum cleaner and accessories.
Cleaning chemicals must include at least one of the following:	• glass cleaners • solvent cleaners • surfactants.
Personal protective equipment must include at least two of the following:	• eye protection • goggles • masks • safety shoes.

Unit Mapping Information

CPPCLO2010A Clean ceiling surfaces and fittings

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3040 Clean ceiling surfaces and fittings

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCLO2010A Clean ceiling surfaces and fittings. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also:

- dust and cobweb one ceiling from the ground, using equipment selected for the job
- use selected equipment and materials to clean five of the following fittings:
  - audiovisual equipment
  - cameras
  - ceiling fans
  - ceiling roses
  - cornices
  - lighting tracks
  - pendant lighting
  - recessed lights
  - skylights
  - sprinkler systems
  - vents and grilles
- one of the above fittings must be accessed using a stepladder according to manufacturer and safety specifications.

In doing the above work, the person must:

- identify site hazards and control risks before commencing the task
- identify type and characteristics of ceiling surface and fittings

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- select and prepare cleaning equipment and chemicals required for the task
- use safe and efficient cleaning methods
- correctly and safely handle waste, including contaminated materials
- comply with company requirements.

Knowledge Evidence

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

- cleaning techniques for removing soil from ceiling surfaces and fittings
- types and characteristics of cleaning chemicals and their application on different surfaces, including:
  - application techniques
  - risks of damage to surfaces caused by use of incompatible chemicals
  - environmental and health controls
- key requirements of legislation, regulations, codes of practice and industry advisory standards relating to cleaning ceiling surfaces and fittings
- processes for safely handling and disposing of waste, including:
  - chemicals past their expiry date
  - obsolete equipment
  - packaging
  - used containers
  - used or contaminated personal protective equipment (PPE)
  - used or unused chemicals
- safe handling techniques for working with hazardous chemicals, including:
  - emergency chemical spill control measures
  - routes of entry and potential symptoms of exposure to chemicals
  - safe methods for diluting chemicals
  - working according to safety data sheets (SDS)
- types of ceiling and fitting surfaces and their characteristics.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as listed in the range of conditions
- materials:
  - cleaning chemicals as listed in the range of conditions
- specifications:
  - equipment operating manuals
  - product labels
  - SDS

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  - safety instructions
- physical conditions:
  - work site or venue with ceiling surfaces and fittings
- relationships with team members and supervisor:
  - work may be conducted alone or as part of a team.

Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO3043 Clean using microfibre and chemical-free techniques

Modification History

Release 1.

Replaces superseded equivalent CPPCLO2043A Clean using microfibre techniques.

This version first released with CPP Property Services Training Package Version 4.

Application

This unit of competency specifies the outcomes required to use microfibre and chemical-free cleaning techniques to clean a range of surfaces, including durable and soft surfaces on floors, furniture and fittings. It covers assessing the capacity for microfibre and chemical-free cleaning techniques to clean surfaces, selecting required equipment and cleaning techniques, and ensuring microfibre products are cleaned and stored following the cleaning work according to manufacturer specifications.

The unit supports cleaners who work alone or in teams. It applies in a range of commercial and residential work sites.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.

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1.	Prepare for cleaning.	1.1.	Area to be cleaned is assessed, and company and client requirements are identified and confirmed.
		1.2.	Pre-existing damage to surfaces is identified and reported according to company requirements.
		1.3.	Work site ***hazards*** are assessed and risks controlled according to company, legislative, and ***health and safety requirements***.
		1.4.	***Personal protective equipment*** (PPE) is sourced according to manufacturer specifications, and health and safety and company requirements.
		1.5.	***Microfibre cleaning equipment*** is selected according to type of surface, level of soiling, and company colour-coding procedures; and is prepared for use.
2.	Undertake cleaning process.	2.1.	Water is applied to low level stains and surface is cleaned using selected equipment**.**
		2.2.	Dry microfibre cleaning equipment is applied to surfaces, dust and dry debris are removed, and surface cleaning is finished to client requirements.
		2.3.	Damp microfibre cleaning equipment is applied to surfaces, and surfaces are cleaned and finished according to client requirements.
		2.4.	Stains and marks that cannot be removed during the cleaning process are identified and reported according to company procedures and client requirements.
		2.5.	Microfibre cleaning equipment is checked regularly during cleaning process and soiled equipment is stored separately from unsoiled equipment while moving between cleaning areas.
3.	Clean and store equipment.	3.1.	Microfibre cleaning equipment is washed, dried and sanitised as required and according to manufacturer specifications.
		3.2.	Microfibre cleaning equipment is stored according to company procedures.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Oral communication skills to:	• ask questions to clarify job requirements • respond clearly and concisely to client questions.

Reading skills to:	• interpret and apply manufacturer instructions for cleaning and maintaining microfibre equipment
	• interpret directions and safety instructions, including:
	  • equipment operating manuals
	  • manufacturer instructions
	  • safety data sheets (SDS).

Writing skills to:	• document and report faults in equipment to manufacturer and other personnel.
Problem-solving skills to:	• identify type of soiling and confirm use of microfibre and chemical-free cleaning techniques required for the task.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Hazards that must be assessed include:

- biological and environmental contaminants
- chemical exposure via absorption, ingestion and inhalation
- chemical reactivity
- dust and fibre particulates
- electrical
- environmental allergens
- explosions
- fatigue
- fire
- manual handling
- noise
- poor ventilation
- slips, trips and falls
- syringes and sharps
- working in confined spaces.

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Health and safety requirements must include:	• access to communication devices when working alone
	• compliance with Safe Work Australia regulations and guidelines
	• electrical equipment test and tag compliance
	• emergency response procedures
	• environmental controls
	• hazard signs and barricades
	• health and safety induction and refresher training
	• manual handling techniques
	• processes for safely dispensing chemicals
	• risk assessment procedures, including:
	  • hazardous chemicals register
	  • hierarchy of control
	  • job safety analyses (JSA) for low-risk situations
	  • safe work method statements (SWMS) for high-risk situations
	  • incident reporting
	• SDS
	• selection and use of required PPE
	• storage and maintenance of equipment according to manufacturer specifications
	• use of first aid according to SDS information.

Personal protective equipment must include at least two of the following:	• clothing • eye protection • gloves • masks • safety shoes.
Microfibre cleaning equipment must include at least three of the following:	• cleaning trolley • cloths • dusting wand • mitts • mops • spray bottles • squeegees.

Unit Mapping Information

CPPCLO2043A Clean using microfibre techniques

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3043 Clean using microfibre and chemical-free techniques

Modification History

Release 1.

Replaces superseded equivalent CPPCLO2043A Clean using microfibre techniques.

This version first released with CPP Property Services Training Package Version 4.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also clean two of the following surfaces in a commercial or residential work site, using microfibre and chemical-free cleaning techniques:

- fittings
- floor
- furniture.

In doing the above work, the person must:

- assess and manage work site risks
- assess suitability of microfibre and chemical-free cleaning techniques for the task
- clean and store used microfibre equipment at the end of the cleaning task according to manufacturer specifications.

Knowledge Evidence

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

- benefits and application of microfibre and low-water techniques when cleaning
- characteristics and techniques of microfibre and chemical-free cleaning products
- colour-coding conventions used when handling and storing cleaning products
- company processes and procedures, including:
  - biological and viral control
  - emergency response and evacuation procedures
  - environmental protection procedures
  - hazard and risk assessment techniques

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  - health and safety procedures
  - injury, dangerous occurrence and incident reporting
- company procedures required for the cleaning tasks specified in the performance evidence, including:
  - client and contractual requirements
  - company service standards
  - documentation and information systems and processes
  - work roles and responsibilities
  - use of electronic job scheduling and communication devices
- methods for cleaning microfibre cloths and mops.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - microfibre cleaning equipment as listed in the range of conditions
  - personal protective equipment (PPE) as listed in the range of conditions
- specifications:
  - equipment operating manuals
  - colour-coding conventions
- physical conditions:
  - suitable work site or venue with surfaces listed in the performance evidence
- relationships with team members and supervisor:
  - work may be conducted alone or as part of a team.

Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO3044 Prepare rooms for guests and residents

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCLO2044A Prepare rooms for guests and residents. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to prepare rooms for guests or residents in a range of accommodation types. It covers assessing the extent of the cleaning task; selecting required equipment, chemicals and methods; and performing cleaning tasks safely.

The unit supports cleaners who work alone or in teams. It applies to preparing rooms for guests or residents in a range of accommodation types, including private residences, hotels and motels.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Plan and prepare to service guest room.	1.1.	Work site ***hazards*** are assessed and risks controlled according to company, legislative, and ***health and safety requirements***.
		1.2.	Cleaning methods are selected according to job requirements.
		1.3.	***Equipment*** required for ***room*** cleaning is selected according to job requirements, checked for serviceability, and faults are rectified or reported before starting work.
		1.4.	Required cleaning chemicals are selected, prepared and loaded safely on to cleaning trolley.
		1.5.	***Personal protective equipment*** (PPE) is selected and used according to manufacturer specifications, and health and safety and company requirements.
		1.6.	Pre-existing damage to room and contents is identified and reported according to company requirements.
		1.7.	Signs and barricades are selected and installed according to health and safety, and company requirements.
2.	Inspect rooms.	2.1.	Rooms are accessed in the correct order and with minimum disruption to guests or residents.
		2.2.	Guest or resident items left in vacated rooms are collected and stored according to company requirements.
		2.3.	Pests are identified promptly and action is taken to eliminate them according to safety and company procedures.
		2.4.	Unusual and suspect items or occurrences are reported promptly according to company procedures.
3.	Clean and service rooms.	3.1.	Linen is removed from beds, checked for stains and damage, and transferred for cleaning.
		3.2.	Clean bed linen is fitted according to job requirements.
		3.3.	***Furniture, fixtures and fittings*** are cleaned according to client requirements.
		3.4.	***Room supplies*** for each room are checked and replenished or replaced according to client requirements.

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		3.5. Signs and barricades are removed according to health and safety, and company requirements.
4.	Clean and safety check equipment, and store equipment and chemicals.	4.1. Equipment and PPE are cleaned, safety checked and stored according to manufacturer specifications and environmental, health and safety, and company requirements.
		4.2. Unused chemicals are stored or disposed of according to manufacturer specifications, and health and safety, and company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Numeracy skills to:	• dilute and mix required chemicals using whole numbers and routine fractions.
Oral communication skills to:	• ask questions to clarify job requirements • respond clearly and concisely to client questions.

Reading skills to:	• interpret directions and safety instructions, including:
	  • equipment operating manuals
	  • product labels
	  • safety data sheets (SDS).

Writing skills to:	• document and report faults in equipment to manufacturer and other personnel.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Hazards that must be assessed include:	• biological and environmental contaminants • chemical exposure via absorption, ingestion and inhalation • chemical reactivity • dust and fibre particulates

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- electrical
- environmental allergens
- explosions
- fatigue
- fire
- manual handling
- noise
- poor ventilation
- slips, trips and falls
- syringes and sharps
- working in confined spaces.

Health and safety requirements must include:

- access to communication devices when working alone
- compliance with Safe Work Australia regulations and guidelines
- electrical equipment test and tag compliance
- emergency response procedures
- environmental controls
- hazard signs and barricades
- health and safety induction and refresher training
- manual handling techniques
- processes for safely dispensing chemicals
- risk assessment procedures, including:
  - hazardous chemicals register
  - hierarchy of control
  - job safety analyses (JSA) for low-risk situations
  - safe work method statements (SWMS) for high-risk situations
  - incident reporting
- SDS
- selection and use of required PPE
- storage and maintenance of equipment according to manufacturer specifications
- use of first aid according to SDS information.

Equipment must include at least two of the following:

- brushes
- buckets
- cleaning and polishing cloths
- mops
- vacuum cleaners.

Rooms must include at least three of the following:

- balcony
- bathroom
- bedroom
- kitchen

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	• lounge room.
Personal protective equipment must include at least two of the following:	• disposable respirators • eye protection • gloves • masks • safety shoes • sun protection.
Furniture, fixtures and fittings must include at least three of the following:	• desks • floor surfaces • light fittings • mirrors and glassware • refrigerators • shelving • soft furnishings • telephones • televisions • wardrobes.
Room supplies must include at least two of the following:	• bathroom supplies • crockery and cutlery • fridge supplies • glassware • linen • local information • magazines and newspapers • stationery • tea, coffee and sugar.

Unit Mapping Information

CPPCLO2044A Prepare rooms for guests and residents

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3044 Prepare rooms for guests and residents

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCLO2044A Prepare rooms for guests and residents. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also:

- prepare three of the following rooms for guests:
  - balcony
  - bathroom
  - bedroom
  - kitchen
  - lounge room
- for each of the above rooms, replenish two of the following different room supplies:
  - bathroom supplies
  - crockery and cutlery
  - fridge supplies
  - glassware
  - linen
  - local information
  - magazines and newspapers
  - stationery
  - tea, coffee and sugar.

In doing the above work, the person must:

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- identify site hazards and control risks before commencing the task
- select and prepare equipment required for the task, including personal protective equipment (PPE)
- use safe and efficient cleaning methods.

Knowledge Evidence

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

- cleaning chemicals and equipment for cleaning room furniture, fixtures and fittings
- cleaning methods, including:
  - methods for various types of furniture, fixtures and fittings
  - pre-spotting and stain removal
- key requirements of legislation, regulations, codes of practice and industry advisory standards when preparing rooms for guests and residents, including:
  - privacy requirements
  - health and safety requirements
- safe handling techniques for working with hazardous chemicals, including:
  - emergency chemical spill control measures
  - routes of entry and potential symptoms of exposure to chemicals
  - safe methods for diluting chemicals
  - working according to safety data sheets (SDS).

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as listed in the range of conditions
- materials:
  - room supplies as listed in the range of conditions
- specifications:
  - equipment operating manuals
  - SDS
- physical conditions:
  - work site or venue with fully equipped guest or resident rooms with a range of furniture, fixtures and fittings requiring cleaning
  - housekeeping storage area
- relationships with team members and supervisor:
  - work may be conducted alone or as part of a team.

Timeframe:

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- as specified by the task.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO3045 Clean high-touch surfaces

Modification History

Release	Comment
Release 1	Replaces superseded non-equivalent CPPCLO3044A Clean using steam sanitising techniques. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to remove all soils and microorganisms from a range of frequently touched surfaces. It covers selecting required cleaning equipment and solutions, applying techniques to remove contaminants from the high-touch surfaces, and preventing cross-contamination.

The unit supports cleaners who work alone or in teams. It applies to removing soil from high-touch surfaces in a range of commercial and residential work sites. It also applies to non-medical contexts, such as healthcare, aged care and childcare facilities; and to public areas, such as food courts, waiting rooms, washrooms and offices. The high-touch surfaces include door handles, hand railings, dining tables, nappy change tables, desks, reception counters, computer keyboards and mice, telephones and light switches.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the Performance criteria describe the performance needed to

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essential outcomes.	demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Plan and prepare.	1.1. Work instructions are obtained, high-touch surfaces and ***soil types*** are identified and assessed, and required cleaning methods are selected and confirmed.
	1.2. Work site ***hazards*** are identified and risks controlled according to company, legislative, and ***health and safety requirements***.
	1.3. Colour-coded ***cleaning equipment*** is selected according to area to be cleaned, checked for serviceability and cleanliness, and replaced as required before starting work.
	1.4. ***Cleaning solutions*** are selected and prepared according to surface and soil to be cleaned, and client and company requirements.
	1.5. Tasks are ***sequenced*** to ensure hygiene and efficiency in completion of cleaning tasks.
	1.6. ***Personal protective equipment*** (PPE) is selected and used according to manufacturer specifications, and health and safety and company requirements.
	1.7. Pre-existing damage to surfaces is identified and reported according to company requirements.
2. Clean surfaces.	2.1. Loose soil and debris are removed from surfaces using required cleaning equipment and techniques.
	2.2. Required cleaning solution is applied to surfaces using correctly prepared cleaning equipment, and allowed to dwell according to manufacturer specifications.
	2.3. Surfaces are wiped clean using selected cleaning tools and techniques.
	2.4. Surfaces are rinsed free of residual cleaning solutions using selected equipment and techniques.

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		2.5.	Moisture is removed from surfaces using required equipment or allowed to air dry according to company requirements.
3.	Clean and store equipment.	3.1.	Unused cleaning solutions are stored or disposed of according to manufacturer specifications, and health and safety and company requirements.
		3.2.	Equipment and PPE are cleaned, safety checked and stored or disposed of according to manufacturer specifications and environmental, health and safety, and company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Numeracy skills to:	• dilute and mix required cleaning solutions using whole numbers and routine fractions.
Oral communication skills to:	• request advice or further information from personnel.

Reading skills to:	• interpret directions and safety instructions, including:
	  • product labels
	  • safety data sheets (SDS).

Writing skills to:	• report faults in equipment to manufacturer and other personnel.
Problem-solving skills to:	• identify and apply required solutions and cleaning techniques to different high-touch surfaces.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Soil types must include:	• chemical residue • dust

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- fingerprints
- moisture
- smears
- soil
- stickiness.

Hazards that must be assessed include:

- biological and environmental contaminants
- chemical exposure via absorption, ingestion and inhalation
- chemical reactivity
- cross-contamination
- dust and fibre particulates
- electrical
- environmental allergens
- explosions
- fatigue
- fire
- manual handling
- noise
- poor ventilation
- slips, trips and falls
- syringes and sharps
- working in confined spaces.

Health and safety requirements must include:

- access to communication devices when working alone
- compliance with Safe Work Australia regulations and guidelines
- electrical equipment test and tag compliance
- emergency response procedures
- environmental controls
- hazard signs and barricades
- health and safety induction and refresher training
- manual handling techniques
- processes for safely dispensing chemicals
- risk assessment procedures, including:
  - hazardous chemicals register
  - hierarchy of control
  - job safety analyses (JSA) for low-risk situations
  - safe work method statements (SWMS) for high-risk situations
  - incident reporting
- SDS
- selection and use of required PPE
- storage and maintenance of equipment according to manufacturer specifications
- use of first aid according to SDS information.

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Cleaning equipment must include at least two of the following:	• disposable wipes • dusting cloths • microfibre cloths • pre-impregnated disinfectant wipes • pre-impregnated dusting wipes • reusable cleaning cloths • spray or squeeze bottles.
Cleaning solutions must include at least two of the following:	• acid cleaners • alkaline cleaners • disinfectants • ionised water • low environmental impact chemicals • neutral cleaners • soapy water • water.
Sequence of cleaning must include cleaning:	• cleanest to dirtiest surfaces • top to bottom of vertical surfaces.
Personal protective equipment must include at least two of the following:	• eye protection • gloves • masks • safety shoes.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO3045 Clean high-touch surfaces

Modification History

Release	Comment
Release 1	Replaces superseded non-equivalent CPPCLO3044A Clean using steam sanitising techniques. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also clean five of the following high-touch surfaces:

- computer keyboards and mouse
- desks
- dining tables
- door handles
- hand railings
- light switches
- nappy change tables
- reception counters
- telephone receivers.

In doing the above work, the person must:

- identify site hazards and control risks before commencing cleaning tasks
- select and prepare cleaning solutions and equipment required for the task
- ensure surfaces are completely free of all soil types.

Knowledge Evidence

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

- application and limitation of different cleaning solutions

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- cleaning techniques for nappy change tables
- processes for preventing cross-contamination while cleaning, including:
  - application and use of colour-coded cleaning equipment
  - sequence cleaning tasks to ensure hygiene and efficiency
  - maintenance and storage of cleaning equipment
- processes for maintaining personal hygiene to minimise spread of infection and germs
- safe handling techniques for working with hazardous chemicals, including:
  - emergency chemical spill control measures
  - routes of entry and potential symptoms of exposure to chemicals
  - safe methods for diluting chemicals
  - working according to safety data sheets (SDS).

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - cleaning equipment as listed in the range of conditions
  - personal protective equipment (PPE) as listed in the range of conditions
- materials:
  - cleaning solutions as listed in the range of conditions
- specifications:
  - Safe Work Australia regulations and guidelines
  - SDS
- physical conditions:
  - suitable venue with access to high-touch surfaces listed in the range of conditions
- relationships with team members and supervisor:
  - work may be conducted alone or as part of a team.

Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO4001 Induct cleaning staff

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 4.

Application

This unit of competency specifies the outcomes required to brief a cleaning team on the client and workplace requirements for cleaning a work site. It involves identifying the client requirements, service level agreement, cleaning schedules and cleaning techniques for different areas of the work site; and planning and delivering induction sessions for cleaning team members. Induction includes a work site tour and presentation, including demonstrations where required, to ensure team members are fully informed of the cleaning tasks, schedules and quality standards required. The induction must also cover all health, safety and environmental compliance and security requirements.

The unit supports those who supervise small cleaning teams and take responsibility for the quality of cleaning at a particular work site. It applies in a range of commercial and residential work sites.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Plan and prepare for cleaning team induction.	1.1.	Information relating to ***work site*** cleaning requirements is obtained and analysed, and items relevant to cleaning team are noted for inclusion in induction.
		1.2.	Arrangements for ***induction tour*** are negotiated and confirmed with client and induction session is scheduled according to workplace requirements.
		1.3.	Communication strategies that meet the needs of team members are identified for use in induction activities.
		1.4.	Presentation, demonstrations and induction tour are planned, and personal notes and ***induction documentation*** for cleaning team are prepared.
		1.5.	Cleaning team is notified of scheduled induction presentation and work site tour.
2.	Present induction information.	2.1.	Cleaning team members are introduced and roles and responsibilities are outlined.
		2.2.	Client business activity, work site location, and cleaning requirements are explained to cleaning team.
		2.3.	Documentation relating to ***cleaning task details*** is distributed and explained.
3.	Conduct work site induction tour.	3.1.	Work site access and security details are explained and cleaning team members are introduced to relevant site personnel.
		3.2.	Work site areas are identified, cleaning techniques specific to each area are demonstrated, and coaching is provided to team members as required.
		3.3	***Work site health, safety*** and environmental requirements and emergency procedures are identified and explained.
		3.4.	Questions from cleaning team members are invited and addressed throughout induction tour and demonstrations.
		3.5.	Cleaning team members' understanding of client and work site requirements is confirmed and further explanation, demonstrations and coaching are provided as required.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• prepare simple schedules and checklists relating to required frequency of cleaning tasks.
Oral communication skills to:	• present and explain cleaning requirements for new site to team members using accessible language • question team members to determine their understanding of induction information • present information to team members in a sequence that is easy to understand.

Reading skills to:	• identify information from the following for inclusion in induction material:
	  • client work site documentation
	  • health and safety and environmental protection legislation
	  • workplace policies and procedures.

Writing skills to:	• prepare clear, sequenced documents for induction session, including work site information and cleaning procedures.
Problem-solving skills to:	• understand and apply knowledge of learning styles of team members to then present information in suitable formats.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Work site must include:	• wet areas • food service areas • general office areas • public areas.
Induction tour must include:	• access to, and security requirements of, work site • areas to be cleaned and cleaning techniques to be used • introduction to work site personnel • supplies to be used and storage arrangements.
Induction documentation must	• cleaning equipment colour-coding conventions • company policies and procedures relating to cleaner's work

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include at least three of the following:	attendance • emergency contact numbers • hazard and incident reporting requirements • safety requirements • site map.
Cleaning task details must include:	• methods • schedules • material and equipment storage.

Work site health and safety must include:	• access to communication devices when working alone
	• compliance with Safe Work Australia regulations and guidelines
	• electrical equipment test and tag compliance
	• environmental controls
	• hazard signs and barricades
	• health and safety induction and refresher training
	• manual handling techniques
	• processes for safely dispensing chemicals
	• risk assessment procedures, including:
	  • hierarchy of control
	  • job safety analyses (JSA) for low-risk situations
	  • safe work method statements (SWMS) for high-risk situations
	  • incident reporting
	• safety data sheets (SDS)
	• selection and use of required personal protective equipment (PPE)
	• storage and maintenance of equipment according to manufacturer specifications
	• use of first aid according to SDS information.

Emergency procedures must include:	• calling emergency numbers as required • use of first aid according to SDS information.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO4001 Induct cleaning staff

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 4.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also:

- conduct an induction presentation and tour at a work site for a cleaning team consisting of a minimum of three members
- document the above induction presentation
- interpret client, legislative and workplace requirements and apply to induction presentation and documentation.

The above induction presentation must involve the following four different areas to be cleaned:

- wet area
- food service area
- general office area
- public area.

Knowledge Evidence

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

- cleaning techniques, and associated equipment and materials, suitable for different types of areas within work sites
- communication and presentation techniques for presenting induction information to team members
- information required in order to assess cleaning contract requirements and include required information in induction, including:
  - client service level agreement
  - health, safety and environmental protection legislation

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    - workplace policies and procedures, including sustainability policies
    - work site information, including:
        - access and security arrangements
        - numbers and types of areas to be cleaned
        - storage areas for cleaning supplies
- client requirements relating to cleaning schedules and tasks for different types of areas within work sites
- safe handling and operating procedures for cleaning equipment and materials, including cleaning chemicals.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
    - cleaning equipment for demonstrating techniques
- materials:
    - cleaning materials for demonstrating techniques
- specifications:
    - client service level agreement
- physical conditions:
    - cleaning team with a minimum of three members
    - work site with a minimum of four areas to be cleaned
- relationships with team members and supervisor:
    - supervisory responsibility for a small team
- relationship with client:
    - client consultation required.

Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO4002 Develop, implement and monitor new cleaning techniques

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 4.

Application

This unit of competency specifies the outcomes required to investigate cleaning methods and materials to develop new techniques for dealing with cleaning problems, such as stubborn stains, discolouration, deposits and moulds. It involves consulting with cleaning equipment and material suppliers, trialling new methods for dealing with cleaning problems, and demonstrating new techniques to cleaning teams. The unit also covers monitoring the effectiveness of new methods and introducing adjustments in consultation with suppliers and cleaning staff.

The unit supports those who supervise small cleaning teams and take responsibility for the quality of cleaning at a particular work site. It applies in a range of commercial and residential work sites.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised

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text is used, further information is detailed in the range of conditions.

1.	Analyse cleaning problems.	1.1.	Cleaning problems are identified in consultation with cleaning team and client.
		1.2.	Locations of cleaning problems are examined, ***substrate*** is identified, and photographs and samples are taken as required.
		1.3.	Cleaning techniques that have been applied to the problem are identified and effectiveness is assessed in consultation with cleaning team.
		1.4.	Adaptations to current cleaning techniques that comply with client and workplace requirements are trialled and effectiveness is assessed.
2.	Investigate new cleaning techniques.	2.1.	Alternative cleaning techniques that address the problem and substrate, and comply with client and workplace requirements, are researched and identified.
		2.2.	Industry networks, manufacturers and suppliers, are consulted on alternative cleaning techniques that address the problem and substrate, and comply with client and workplace requirements.
		2.3.	Cost-effectiveness of alternative cleaning techniques is assessed and new cleaning techniques are selected for trialling.
3.	Trial new cleaning techniques.	3.1.	Equipment and materials required for trialling new cleaning techniques are identified and obtained according to workplace procedures.
		3.2.	Locations where cleaning problems are most severe are identified for trialling new cleaning techniques.
		3.3.	Cleaning techniques are applied according to research findings and manufacturer specifications, and results are assessed over recommended time period.
		3.4.	Variations to new cleaning techniques recommended by research findings, consultation and manufacturer specifications are trialled, as required.
		3.5.	Results of new cleaning techniques, including details of variations to techniques, are recorded and effectiveness is assessed.

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4.	Implement and monitor new cleaning techniques.	4.1. Effective new cleaning techniques are documented and communicated or demonstrated to cleaning team, as required.
		4.2. Cleaning team's implementation of new cleaning techniques is observed and coaching on application of techniques is provided as required.
		4.3. Effectiveness of new cleaning technique is monitored, recorded and reported according to company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• apply knowledge of cleaning techniques used for different problems and substrates and develop modifications to suit new problems • find information on new cleaning techniques using simple internet searches.
Numeracy skills to:	• estimate numbers and volume of equipment and cleaning materials required • calculate probable costs of new cleaning techniques • compare costs of different new cleaning techniques.
Oral communication skills to:	• explain cleaning problem clearly to external industry personnel and discuss possible solutions • present and explain new cleaning techniques to team members using accessible language and in a sequence that is easy to understand.

Reading skills to:	• interpret and analyse manufacturer information regarding:
	  • product capacity to assist in solving cleaning problems
	  • safe handling and operation of product.

Writing skills to:	• maintain records of new cleaning techniques applied, including assessment of success and cost-effectiveness.
Technology skills to:	• access and search the internet.

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Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Substrate must include three of the following:

- carpet
- concrete
- fabric
- glass
- painted surface
- plastic
- metal
- tiles
- vinyl surface
- wood.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO4002 Develop, implement and monitor new cleaning techniques

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 4.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also develop cleaning techniques for three of the following cleaning problems, each involving a different substrate as listed in the range of conditions:

- stubborn stains
- discolouration
- deposits
- moulds.

In doing the above work, the person must:

- research possible cleaning techniques with networks, manufacturers and suppliers to identify agreed cleaning techniques
- interpret and apply the following information relating to developing, implementing and monitoring new cleaning techniques:
  - safe handling and operating procedures for cleaning equipment and materials, including cleaning chemicals
  - health, safety and environmental protection legislation
  - workplace policies and procedures, including sustainability policies.
- apply the new cleaning techniques over a recommended timeframe agreed with those consulted, and assess results.

Knowledge Evidence

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

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- common types of cleaning problems and cleaning techniques used to resolve them on different types of substrates
- equipment and materials required to implement new cleaning techniques
- industry personnel and networks that could provide information on solutions to cleaning problems
- internet research strategies and sources for finding information about products that could assist in identifying and resolving new cleaning techniques
- methods for coaching team members in new cleaning techniques
- methods for identifying causes of cleaning problems and type of substrate
- methods for monitoring success and cost-effectiveness of new cleaning techniques
- safe handling and operating procedures for cleaning equipment and materials, including cleaning chemicals
- workplace requirements for developing, implementing and monitoring new cleaning techniques, including compliance with:
  - health, safety and environmental protection legislation
  - workplace policies and procedures, including sustainability policies.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - cleaning equipment
  - telephone
  - computer with internet access
- materials:
  - cleaning chemicals
- specifications:
  - manufacturer product information
- physical conditions:
  - three different cleaning problems on different substrates
- relationships with team members and supervisor:
  - supervisory responsibilities for a small team
- relationship with client:
  - client consultation required.

Timeframe:

- as specified by the task.

Assessor requirements

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As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO4003 Manage cleaning equipment maintenance and supply

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 4.

Application

This unit of competency specifies the outcomes required to ensure that equipment used by a cleaning team is inspected, serviced and maintained regularly, is fit for purpose, and is replaced when required. The equipment involved includes items such as high pressure hoses, high-reach safety ladders, steam cleaners, vacuum cleaners, buffers, scrubbers and sweepers.

The unit involves conducting regular audits and developing and monitoring maintenance schedules.

The unit supports those who supervise cleaning teams and take responsibility for the quality of cleaning at a particular work site. It applies in a range of commercial and residential work sites.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Initiate equipment audit and maintenance procedures.	1.1.	Initial ***equipment*** audit is conducted and number, type, age and condition of work site cleaning equipment are identified and noted.
		1.2.	***Maintenance requirements*** and service providers for different types of equipment are determined from manufacturer recommendations and company procedures.
		1.3.	Maintenance schedules and checklists for work site equipment are developed and confirmed with cleaning team, service providers and required company personnel.
		1.4.	Work site equipment audit schedule is developed and confirmed with required company personnel.
2.	Manage equipment faults.	2.1.	Company procedures for equipment fault reporting are confirmed and explained to cleaning team members.
		2.2.	Equipment fault reports are followed up promptly and substitute equipment is provided to cleaning team, or alternative cleaning methods are explained and demonstrated as required.
		2.3.	Service providers are notified of equipment faults, and repair or replacement strategies are negotiated, actioned and recorded.
		2.4.	Repaired or replacement equipment is examined and operation is checked according to company procedures before releasing to cleaning team for use.
3.	Monitor equipment maintenance.	3.1.	Maintenance activities to be conducted by cleaning staff are explained and demonstrated, and observed and checked periodically.
		3.2.	Regular maintenance checklists completed by cleaning team are monitored.
		3.3.	Maintenance conducted by service providers, including electrical tag and testing services, is monitored to ensure scheduled checks are completed.
		3.4.	Maintenance records and reports from service providers are reviewed and processed according to workplace procedures.

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4.	Audit and manage work site equipment.	4.1.	Number, type, age and condition of work site cleaning equipment are assessed and compared to initial or previous audit and noted.
		4.2.	Equipment requiring replacement is noted and suitable alternatives are researched and discussed with cleaning team and required company personnel.
		4.3.	Replacement equipment is selected and obtained according to company procedures.
		4.4.	Industry information is reviewed regularly and new types of equipment suitable for workplace cleaning activities are noted for future reference.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• apply knowledge of cleaning equipment operation, common faults and required repairs to assess condition of equipment and effectiveness of maintenance, service and repair work • locate and use reliable sources for information about advances in equipment technology and performance.
Numeracy skills to:	• interpret numerical data in manufacturer information to identify types and regularity of maintenance requirements for different equipment.
Oral communication skills to:	• explain fault reporting requirements and maintenance activities in language suitable for cleaning team members • negotiate services to be provided by equipment repair and service providers using technical language.
Reading skills to:	• interpret technical details of manufacturer recommendations for regular maintenance, service and repair of equipment.
Writing skills to:	• complete equipment audit documentation according to company requirements • develop equipment maintenance schedules and checklists in suitable formats for use by cleaning team.

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Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Equipment must include at least five of the following:

- high pressure hoses
- high-reach safety ladders
- steam cleaners
- vacuum cleaners
- buffers
- scrubbers
- sweepers.

Maintenance requirements must include:

- daily, weekly and monthly operator maintenance tasks, including keeping equipment and attachments clean
- electronic tagging and testing
- periodic maintenance and servicing to be provided by manufacturer-approved service providers
- inspecting for damage
- cleaning filters and parts
- replacing consumables
- charging batteries.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO4003 Manage cleaning equipment maintenance and supply

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 4.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also audit cleaning equipment and manage and monitor equipment servicing, maintenance and replacement for a cleaning work site.

The cleaning equipment to be audited must include five of the following:

- high pressure hose
- high-reach safety ladder
- steam cleaner
- industrial vacuum cleaner
- buffer
- scrubber
- sweeper.

Knowledge Evidence

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

- communication strategies for ensuring cleaning team members understand equipment maintenance and fault reporting requirements
- types of equipment used in the cleaning industry
- manufacturer recommendations for equipment maintenance and servicing requirements
- common faults in cleaning equipment and repairs required to rectify them
- company procedures relating to auditing equipment and managing maintenance and supply, including:
  - engaging service providers

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- fault reporting
- health and safety
- purchasing.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - at least five pieces of the cleaning equipment listed in the performance evidence
- specifications:
  - company procedures for maintaining cleaning equipment
  - manufacturer recommendations for maintaining and servicing equipment
- physical conditions:
  - work site with cleaning team
- relationships with team members and supervisor:
  - supervisory responsibility for a small team.

Timeframe:

- according to client requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO4022 Schedule and monitor cleaning tasks

Modification History

Release 1.

Revised unit of competency replacing superseded equivalent CPCCLO4022A Organise and monitor cleaning operations.

This version first released with CPP Property Services Training Package Version 4.

Application

This unit of competency specifies the outcomes required to schedule and allocate staff to cleaning tasks to meet contracted service level agreements. It covers monitoring the efficiency and quality of the work through cleaning audits, preparing audit reports, and applying the information to ensure staff effectiveness for a cleaning contract. The unit involves interpreting client work orders, and applying knowledge of staff skills and availability and the range of cleaning methods available and required for the contract.

The unit supports cleaning supervisory staff with responsibility for supporting a small team and ensuring work targets are met. It applies in a range of commercial and residential work sites.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Determine work site requirements.	1.1. ***Work site areas*** to be cleaned are assessed, and scope of cleaning work is clarified with client or nominated representative.
		1.2. Detailed client needs and expectations for cleaning different areas of work site are determined and recorded according to company requirements.
		1.3. Special requirements arising from site characteristics or client requests are identified according to company and ***health and safety requirements***.
		1.4. Client's reporting requirements are clarified and reporting format negotiated and developed according to company requirements.
2.	Analyse resource requirements of required cleaning tasks and provide resources.	2.1. Shift arrangements, number of cleaners, and specific skill levels required to meet client needs are determined.
		2.2. Numbers, skills and availability of cleaners are analysed to identify shortfalls and recruitment procedures are initiated according to company procedures.
		2.3. Work schedules are developed and suitably qualified cleaners are assigned to shifts and work site cleaning areas according to health and safety and company requirements.
		2.4. Human resource requirements and staff schedules are assessed or reorganised according to company procedures when contingencies and special requests from clients arise.
3.	Communicate and monitor work requirements.	3.1. Cleaning team members are advised of ***work requirements*** according to company requirements.
		3.2. Cleaning schedule checklists are prepared and displayed at work site as required, and cleaning team is briefed using checklists.
		3.3. Work site audit schedule and checklist are prepared according to client needs and company procedures.
		3.4. Work team members' understanding of their tasks and responsibilities is confirmed according to company requirements.

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3.5. Regular work site audits are conducted to ensure compliance with customer needs, cleaners' performance is monitored, and adjustments to work practices are made according to company requirements.

3.6. Restrictions affecting completion of work or changes in client needs are identified and work schedules are adjusted according to company requirements.

3.7. Client reports are prepared and processed according to agreed procedures.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• draw on prior knowledge of cleaning work and work sites to assess scope of work.
Numeracy skills to:	• calculate human resource requirements from estimated hours of work required per day, health and safety requirements, and cleaners' availability.
Oral communication skills to:	• clarify details of cleaning requirements with client to inform selection of cleaning methods and materials and development of task outlines and auditing checklists • give detailed briefing to cleaning staff outlining work requirements and responsibilities using accessible language.
Reading skills to:	• interpret manufacturer information about equipment, chemicals and consumables in order to select and obtain required materials for the cleaning work.
Writing skills to:	• prepare clear sequential schedules and associated checklists for team members to complete.
Planning and organising skills to:	• allocate cleaning tasks efficiently according to staff skills and experience.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs

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of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Work site areas must include:	• wet areas • food service areas • general office areas • public areas.

Health and safety requirements must include:	• access to communication devices when working alone
	• compliance with Safe Work Australia regulations and guidelines
	• electrical equipment test and tag compliance
	• emergency response procedures
	• environmental controls
	• hazard signs and barricades
	• health and safety induction and refresher training
	• manual handling techniques
	• processes for safely dispensing chemicals
	• risk assessment procedures, including:
	  • hierarchy of control
	  • job safety analyses (JSA) for low-risk situations
	  • safe work method statements (SWMS) for high-risk situations
	  • incident reporting
	• safety data sheets (SDS)
	• selection and use of required personal protective equipment (PPE)
	• storage and maintenance of equipment according to manufacturer specifications
	• use of first aid according to SDS information.

Work requirements must include:	• work schedules • individual tasks • cleaning methods • quality standards • supplies to be used • storage arrangements.

Unit Mapping Information

CPPCLO4022A Organise and monitor cleaning operations

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO4022 Schedule and monitor cleaning tasks

Modification History

Release 1.

Revised unit of competency replacing superseded equivalent CPPCLO4022A Organise and monitor cleaning operations.

This version first released with CPP Property Services Training Package Version 4.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also:

- schedule and monitor cleaning staff for cleaning operations in one of the following types of premises:
  - wet areas
  - food service areas
  - general office areas
  - public areas
- clarify details of the cleaning work requirements for the above premises, including:
  - timing of access to work site and specific access and egress points
  - completion times and dates
  - details of different cleaning tasks
  - dress and presentation requirements
  - need for cleaners to communicate while on site with client or members of the public
  - required use of signs and barricades
  - work site contact persons.

In doing the above work, the person must:

- analyse work order and assess resource requirements
- comply with company requirements relating to staff scheduling, including award or enterprise agreements
- develop work schedules for cleaning tasks, ensuring that scheduling and resourcing meet client and company requirements
- implement effective system for monitoring the completion of cleaning work order

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- identify and supply equipment, personal protective equipment (PPE), chemicals and consumables to work team.

Knowledge Evidence

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

- company processes and procedures, including those relating to:
  - biological and viral control
  - emergency response and evacuation procedures
  - environmental protection procedures
  - identifying hazards and controlling risks
  - injury, dangerous occurrence and incident reporting
  - work health and safety (WHS) procedures
- key requirements of legislation, regulations, codes of practice and industry advisory standards relating to scheduling cleaning staff, including award or enterprise agreements
- mathematical methods required to calculate resource requirements specific to work order
- product knowledge, including:
  - chemicals and their uses
  - cleaning equipment and its uses
  - surfaces and effective and compatible cleaning methods
- types of restrictions that may affect volume of work and procedures for addressing contingencies that arise, including assessment of:
  - amount of cleaning anticipated
  - client activities at the work site during scheduled cleaning times
  - team member level of literacy and communication skills
  - faulty or unsuitable equipment
  - site accessibility
  - site hazards
  - skills of work unit or team
  - staffing resources
  - time limitations
- routes of entry and potential symptoms of exposure to chemicals
- safe work practices for using:
  - chemicals
  - equipment, including PPE
- work order specifications.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- materials:

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  - client work order, instructions or service level agreement
  - scheduling and rostering documentation
- physical:
  - cleaning work sites as listed in the performance evidence
- relationships with team members and supervisor:
  - supervisory responsibility for a small team
- relationship with client:
  - client contact required.

Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO4024 Manage the supply of cleaning stores to the work site

Modification History

Release 1.

Revised unit of competency replacing superseded equivalent CPPCLO4024A Control the supply of resources to the work site.

This version first released with CPP Property Services Training Package Version 4.

Application

This unit of competency specifies the outcomes required to manage the supply of cleaning equipment, chemicals and consumables used when providing cleaning services at a work site. Supply is based on sound understanding of available cleaning methods, the equipment and chemicals used for each method, and demand estimates. The unit covers updating information on products and equipment and amending orders to improve cost-effectiveness.

The unit supports supervisory staff responsible for selecting and ensuring the continuous availability of cleaning supplies at a work site. It applies in a range of commercial and residential work sites.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Identify and order required supplies.	1.1. ***Work site areas*** to be cleaned are assessed, cleaning methods to be applied are confirmed according to company requirements, and issues are clarified.
		1.2. Types of required ***equipment***, ***personal protective equipment*** (PPE), ***cleaning chemicals*** and ***consumables*** are determined according to client, company and ***work health and safety requirements***.
		1.3. Suitability of different options for the supply of equipment, PPE, chemicals and consumables is assessed and items are selected to meet cleaning requirements.
		1.4 Quantities of equipment, PPE, chemicals and consumables are estimated and ordered to meet anticipated demand, based on cleaning and health and safety requirements.
2.	Control and maintain stocks of equipment, PPE, chemicals and consumables.	2.1. Stock control system for equipment, PPE, chemicals and consumables is implemented and operated according to health and safety and company requirements.
		2.2. Equipment, PPE, chemicals and consumables are acquired according to company requirements.
		2.3. Usage patterns are monitored and equipment, PPE, chemicals and consumables are re-ordered according to manufacturer specifications and legislative, health and safety, and company requirements.
		2.4. Stock records and chemical register are maintained according to legislative, health and safety, and company requirements.
3.	Review effectiveness of equipment, PPE, chemicals and consumables.	3.1. Effectiveness and efficiency of equipment, PPE, chemicals and consumables are reviewed according to company requirements.
		3.2. Industry information is reviewed and new products are assessed in comparison with existing selections of supplies.
		3.3. Recommendations for future purchases of equipment, PPE, chemicals and consumables are recorded and discussed with required personnel according to company requirements.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• apply prior knowledge of cleaning tasks and methods to assess equipment, chemicals and consumables required • identify and access reliable sources of industry information about new products.
Numeracy skills to:	• manage stock control systems • estimate turnover of supplies.
Oral communication skills to:	• confirm details of cleaning tasks required and methods to be used • question suppliers and manufacturers about new product performance using technical language.
Reading skills to:	• interpret safety data sheets (SDS) for cleaning chemicals and ensuring availability of required PPE • ensure correct supplies for splashes or spillage are available at work site • interpret equipment operating manuals.
Writing skills to:	• maintain stock control documentation • prepare notes on cost-effectiveness, characteristics and performance of new products.
Planning and organising skills to:	• implement stock control system efficiently, and on a first-in first-out basis for chemicals, to minimise waste.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Work site areas must include:	• wet areas • food service areas • general office areas • public areas.
Equipment must include at least three of the following:	• brooms • buckets • cleaning trolleys

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- cloths
- cobwebbers
- dustpans and brushes
- dusters
- extension poles
- mops
- scouring pads
- scrapers
- scrubbers
- site communication devices
- spray bottles
- squeegees
- vacuum cleaners and attachments
- window cleaning equipment.

Personal protective equipment must include at least two of the following:

- ear muffs and plugs
- gloves
- eye protection
- high visibility vests and clothing
- protective clothing
- disposable respirators
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- wet-work clothing.

Cleaning chemicals must include at least two of the following:

- acid cleaners
- alkaline cleaners
- low environmental impact chemicals
- neutral cleaners
- solvent cleaners.

Consumables must include at least one of the following:

- air freshener
- hand towels
- liner bags
- soap
- toilet paper.

Work health and safety requirements must include:

- access to communication devices when working alone
- compliance with Safe Work Australia regulations and guidelines
- electrical equipment test and tag compliance
- emergency response procedures
- environmental controls
- hazard signs and barricades

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- health and safety induction and refresher training
- manual handling techniques
- processes for safely dispensing chemicals
- risk assessment procedures, including:
  - hierarchy of control
  - job safety analyses (JSA) for low-risk situations
  - safe work method statements (SWMS) for high-risk situations
  - incident reporting
- SDS
- selection and use of required PPE
- storage and maintenance of equipment according to manufacturer specifications
- use of first aid according to SDS information.

Unit Mapping Information

CPPCLO4024A Control the supply of resources to the work site

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO4024 Manage the supply of cleaning stores to the work site

Modification History

Release 1.

Revised unit of competency replacing superseded equivalent CPPCLO4024A Control the supply of resources to the work site.

This version first released with CPP Property Services Training Package Version 4.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also:

- assess the requirements for equipment, personal protective equipment (PPE), chemicals and consumables for one work site over a two-week period
- in doing the above work:
  - select suitable supplies for the cleaning methods used
  - estimate volume of supplies required over the timeframe and ensure a continuous supply of suitable supplies to the work site
  - implement and maintain effective stores and ordering systems
  - review effectiveness of current products.

Knowledge Evidence

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

- cleaning tasks, methods and supplies required, including:
  - cleaning chemicals and their uses
  - cleaning equipment, including PPE and its uses
  - methods for assessing effectiveness of cleaning products
  - sources of information for updating knowledge
  - surfaces to be cleaned and compatible cleaning methods
- company requirements relating to managing the supply of cleaning stores to the work site, including:
  - client communication and confidentiality procedures and service standards

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  - environmental protection procedures
  - quality and continuous improvement processes and standards
  - records and information systems and processes
  - stock purchasing processes and procedures
- work health and safety (WHS) policies and procedures, including:
  - emergency procedures
  - injury, dangerous occurrence and incident reporting
  - risk assessment and hazard control
  - routes of entry and potential symptoms of exposure to chemicals
  - safe operating practices and procedures
  - safe work method statements
- manufacturer specifications relating to supplies, including:
  - equipment operating manuals
  - instructional guides
  - product labels
  - safety data sheets (SDS)
  - safety instructions pre-printed on equipment
- mathematical methods for estimating resources
- regulatory compliance requirements in relation to managing the supply of cleaning stores to the work site, including:
  - AS 2508 Safe storage and handling information card for hazardous material
  - key requirements of legislation and regulations relating to managing work site cleaning stores, including:
    - chemical controls
    - chemical registers and manifests
    - consumer protection
    - energy conservation
    - environmental protection
    - industrial equipment certificates of competency or licences
    - health and safety legislation and regulations
    - privacy
    - public health
    - water conservation
  - quality assurance and certification requirements
- stock control procedures and methods.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:

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  - cleaning equipment and PPE required for a work site
- materials:
  - cleaning chemicals and consumables as listed in the range of conditions
  - company procedures for managing the supply of cleaning stores to the work site, including purchasing procedures
- specifications:
  - AS 2508 Safe storage and handling information card for hazardous material
  - manufacturer information relating to cleaning products
- physical conditions:
  - work site areas to be cleaned, as listed in the range of conditions
- relationships with team members and supervisor:
  - supervisory responsibility for a small team.

Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO4025 Provide quotation for cleaning services

Modification History

Release 1.

Revised unit of competency replacing superseded equivalent CPPCLO4025A Provide quotation for cleaning services.

This version first released with CPP Property Services Training Package Version 4.

Application

This unit of competency specifies the outcomes required to assess client requirements, calculate the cost of required cleaning services and service conditions, and develop quotations for clients detailing both. Comprehensive knowledge is required of the use of cleaning equipment and chemicals, the range of cleaning methods available and the associated human resource requirements, as well as the company's quoting policies and procedures.

The unit supports cleaning company staff who liaise with new clients. It applies in a range of commercial and residential work sites.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Assess and	1.1. Client is contacted and ***work site*** is assessed, as required,

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	calculate cost of services.		according to company procedures.
		1.2.	Client and work site details and cleaning requirements are noted and client record is created according to company requirements.
		1.3.	Human resource requirements and product and costing information are sourced, selected and interpreted according to company requirements.
		1.4.	Costs, taxes and profit margin are calculated according to company requirements.
		1.5.	Calculations are checked, and detailed and legible records of methods of calculations are kept, according to company requirements.
2.	Provide quotation to client.	2.1.	Accurate details of cost of service and ***conditions and limitations of quotation*** are included in quotations according to company requirements.
		2.2.	Quotations are provided to client according to company requirements.
		2.3.	Options, with secondary quotations, are offered according to company requirements.
		2.4.	Details of quotations are recorded accurately and legibly and retained on file according to company requirements.
3.	Respond to request for variation of existing contract.	3.1.	Client ***request for variation*** is handled by authorised person as determined by company requirements.
		3.2.	***Requests*** are assessed according to company requirements.
		3.3.	Accurate costing is prepared and quotation for requested changes is provided according to company requirements.
		3.4.	Client record is updated and details of quotation are recorded according to company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

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Skill	Performance feature
Learning skills to:	• apply previous knowledge of work sites and cleaning requirements to assess scope of work at a new site.
Numeracy skills to:	• estimate numbers and volume of required human resources, equipment and cleaning materials • apply company costing policies and procedures, including formulas and percentages for calculating taxes and profit margins.
Oral communication skills to:	• identify details of client requirements in order to provide accurate quotations.
Reading skills to:	• interpret company policies and procedures in relation to estimating, costing and quoting for cleaning services.
Planning and organising skills to:	• assess feasibility of fulfilling requests for variations to contracts.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Work site must include:	• wet areas • food service areas • general office areas • public areas.
Conditions and limitations of quotation must include:	• dates of quotations • general conditions and rules • inclusions and exclusions • expiry dates of quotations • payment details.
Requests for variation must be in response to four of the following:	• change in level of client's business • contractor requirements • emergencies • irregular requirements, such as shampoo carpet or window cleaning • new building work.
Requests must be assessed against:	• existing contract conditions • additional work required • capacity to respond.

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Unit Mapping Information

CPPCLO4025A Provide quotation for cleaning services

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCLO4025 Provide quotation for cleaning services

Modification History

Release 1.

Revised unit of competency replacing superseded equivalent CPPCLO4025A Provide quotation for cleaning services.

This version first released with CPP Property Services Training Package Version 4.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also:

- prepare a quotation for cleaning services for two different new work sites, where each quotation must:
  - comply with company requirements
  - reflect company policies and procedures
  - present service offer, costing and conditions, and limitations of the quotation
- respond to two different requests for variations to existing contracts for cleaning services.

Knowledge Evidence

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

- consumer protection issues and fair trading and trade practices requirements relating to cleaning operations
- contractual requirements, including processes for handling and responding to requests to vary contracts
- company processes and procedures, including those relating to:
  - client records
  - environmental protection procedures
  - health and safety procedures
  - purchasing policy and processes
  - reporting procedures
- key requirements of legislation, regulations, codes of practice and industry advisory standards relating to providing quotations for cleaning services, including:

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    - chemical controls
    - chemical registers and manifests
    - energy conservation
    - environmental protection
    - privacy
    - public health
    - water conservation
    - work health and safety (WHS)
- mathematical methods for calculating costs, taxes and profit margins
- product and service knowledge, including:
    - effective and compatible cleaning methods for various surface types
    - chemicals and their uses
    - cleaning equipment and its uses
- work order specifications.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- contingencies:
    - two requests for variations to contracts
- specifications:
    - company policies and procedures relating to developing quotations
    - costing information, including costs for human resources and equipment required to meet client requirements
- physical conditions:
    - two cleaning work sites to assess
- relationship with client:
    - client consultation required.

Timeframe:

- according to workplace requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCMN2002 Participate in workplace safety arrangements

Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Application

This unit of competency specifies outcomes required to participate in predetermined workplace safety arrangements in a range of workplace contexts.

The unit applies to personnel who participate in workplace safety arrangements in a cleaning work context. It includes identifying workplace hazards, basic knowledge, and application of workplace emergency procedures.

It applies to individuals who perform their duties alone or in a team environment, under routine supervision and without supervisory responsibilities.

No licensing, legislative or certification requirements apply to this Unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Unit Sector

Cleaning Operations

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the	Performance criteria describe the performance

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essential outcomes.		needed to demonstrate achievement of the element.	
1.	Identify and report workplace hazards.	1.1	Assess work area and identify workplace hazards.
		1.2	Assess workplace hazards and work restrictions affecting completion of work order.
		1.3	Communicate and clarify issues with supervisor, team member or client.
		1.4	Refer to Safety Data Sheets (SDS) and follow safe work methods.
		1.5	Position safety signage and barriers to control hazards.
2.	Follow workplace WHS procedures.	2.1	Follow work health and safety (WHS) legislation requirements in accordance with workplace procedures.
		2.2	Participate in WHS workplace practices within scope of own role and responsibilities.
		2.3	Actively follow emergency procedures as required by workplace standards.
		2.4	Complete workplace safety checklist.

Foundation Skills

This section describes language, literacy, numeracy, and employment skills that are essential to the performance in this unit, but not explicit in the performance criteria.

Skill	**Performance Feature**
Reading skills to:	▸ Interpret workplace safety procedures ▸ Interpret Safety Data Sheets (SDS) ▸ Interpret workplace signs and safety plans
Oral communication skills	▸ Report workplace hazards

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to:	▸ Clarify safety issues and procedures
Learning skills to:	▸ Locate information in workplace documents, manuals, and labels
Writing skills to:	▸ Complete workplace reports

Range of Conditions

Not Applicable

Unit Mapping Information

Code and Title Current Version	Code and Title Previous Version	Comment	Equivalence Status
CPPCMN2002 - Participate in workplace safety arrangements	CPPCMN2002A - Participate in workplace safety arrangements	Unit replaces superseded unit CPPCMN2002A - Participate in workplace safety arrangements. Minor changes to performance criteria, and inclusion of foundation skills. Unit updated to meet the Standards for Training Packages.	Equivalent Unit

Links

Companion Volumes to this Training Package are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCMN2002 Participate in workplace safety arrangements

Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Performance Evidence

A person who demonstrates competency in this unit must participate in two different workplace safety arrangements.

Performance must include:

- communicating effectively with supervisors;
- understanding workplace safety procedures;
- applying basic safety principles in the workplace; and
- assessing and controlling workplace risks.

Knowledge Evidence

A person demonstrating competency in this unit must identify:

- cleaning workplace safety policies and procedures, WHS standards, supervisory instructions relating to safety measures and PPE.

- workplace hazards and risk control measures in cleaning workplaces, including:
  - equipment and material use, storage, cleaning and disposal procedures
  - range and meaning of workplace safety signs and symbols
  - site safety plan
  - types and purpose of personal protective equipment (PPE)
  - ways to maintain WHS in emergency situations

- workplace requirements for undertaking all aspects of workplace safety arrangements tasks including;
  - key workplace safety policies and procedures,
  - work health and safety standards,
  - supervisory instructions relating to safety measures and PPE.

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- workplace procedures for;
  - basic assessment of cleaning work areas for workplace hazards
  - basic health and safety including:
    - emergency response and evacuation procedures
    - injury, dangerous occurrence and incident reporting
    - reporting workplace hazards
- communicating and clarifying work requirements with supervisor, team members or client
-

Assessment Conditions

As a minimum, assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Assessment of performance must be undertaken in the workplace and/or under realistic workplace conditions which reflect:

- cleaning workplace safety policies and procedures, WHS standards, supervisory instructions relating to safety measures and PPE.
- performing tasks/activities to the level of proficiency and within timelines that would be expected in a workplace; and
- following standard and authorised work practices, safety requirements and environmental constraints.

Assessors are responsible for ensuring that candidates have access to:

- appropriate documents, materials, tools equipment and personal protective equipment currently used in industry;
- legislation and regulations; and
- workplace policies and procedures.

Links

An Implementation Guide to this Training Package is available at the VETNet website at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCMN2004 Provide basic client services

Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Application

This unit of competency specifies the outcomes required to provide effective client services.

The unit applies to cleaning personnel responsible for establishing effective client relationships. It includes identifying and meeting client needs by providing information/advice on products and services.

Individuals undertaking this unit would perform their duties alone or in a team environment, under routine supervision and without supervisory responsibilities.

No licensing, legislative or certification requirements apply to this Unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Unit Sector

Cleaning Operations

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
Elements describe the	Performance criteria describe the performance needed to demonstrate achievement of the

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essential outcomes.		element.	
1.	Identify client needs.	1.1	Greet client courteously and follow organisational client-service standards.
		1.2	Communicate clearly during client contact.
		1.3	Identify and confirm client needs.
		1.4	Confirm agreed timeframes and commitments with client.
		1.5	Provide client with product and service information.
2.	Deliver services to client.	2.1	Deliver services specified by client.
		2.2	Verify with client that services have been delivered and meet client expectations and required workplace standards.
		2.3	Complete required workplace documentation.

Foundation Skills

This section describes language, literacy, numeracy and employment skills that are essential to the performance in this unit, but not explicit in the performance criteria.

Skill	**Performance Feature**
Reading skills to:	▸ Interpret and follow workplace instructions.
Writing skills to:	▸ Record client needs.
Oral communication skills to:	▸ Effectively communicate with clients from diverse social and cultural backgrounds. ▸ Clarify client-service issues.

Range of Conditions

Not Applicable

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Unit Mapping Information

No equivalent unit.

Links

An Implementation Guide to this Training Package is available at the VETNet website at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCMN2004 Provide basic client services

Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Performance Evidence

A person who demonstrates competency in this unit must provide effective client services to:

- two different clients with two different service requirements.

Performance must include:

- effectively communicating with clients;
- understanding of basic communications methods; and
- addressing client's needs.

Knowledge Evidence

A person demonstrating competency in this unit must identify:

- workplace requirements for undertaking all aspects of providing effective customer service, including;
  - methods to greet clients, identify and confirm needs, timeframes and commitments
  - key features of effective communication with clients
- workplace procedures for:
  - communicating clearly and effectively with clients
  - dealing with client's complaints or comments
  - communicating and clarifying work requirements with supervisor, team members or client
  - notifying supervisor, team members or client of work completion; verbal
  - communication in person or by phone, written communication including hard copy
  - cleaning schedules, text or electronic form
  - reporting incidents; accidents and injury, damage to or breakages in the cleaning area or cleaning equipment, theft and threats to personal security

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Assessment Conditions

As a minimum, assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Assessment of performance must be undertaken in the workplace and/or under realistic workplace conditions which reflect:

- Industry-standard client-based services, information relating to cleaning practices and methods, WHS safety measures in the workplace.
- performing tasks/activities to the level of proficiency and within timelines that would be expected in a workplace; and
- following standard and authorised work practices, safety requirements and environmental constraints.

Assessors are responsible for ensuring that candidates have access to:

- appropriate documents, materials, tools equipment and personal protective equipment currently used in industry;
- legislation and regulations; and
- workplace policies and procedures.

Links

An Implementation Guide to this Training Package is available at the VETNet website at - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCMN3004 Respond to enquiries and complaints

Modification History

Release 1.

Replaces superseded equivalent CPPCMN3004A Respond to enquiries and complaints.

This version first released with CPP Property Services Training Package Version 2.

Application

This unit of competency specifies the outcomes required to respond effectively to client enquiries and complaints regarding company products and services. The worker needs to handle formal and informal enquiries, as well as negative feedback and complaints from clients.

The unit covers acknowledging and processing client enquiries and complaints, and communicating with clients to resolve issues. It also covers researching and documenting relevant information relating to an enquiry or complaint, which may include site visits where required; and referring the enquiry or complaint to other personnel or external organisations where appropriate.

The unit supports employees without managerial or supervisory responsibilities. Performance would usually be carried out under routine supervision, within company guidelines. It applies to workers who have significant contact with clients and who provide information on routine, well-defined services or products to clients, and deal with enquiries or complaints of a more complex nature.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Unit Sector

Common

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Identify nature and type of enquiry or complaint.	1.1. ***Client*** is addressed according to company requirements.
		1.2. Details of enquiry or complaint and degree of urgency are clarified and confirmed with client according to company requirements.
		1.3. Details of enquiry or complaint are recorded according to company and legislative requirements.
		1.4. Impact of relevant legislative and company requirements on handling of enquiry or complaint is identified.
		1.5. Arrangements are made for enquiries or complaints requiring additional research and follow-up, according to company requirements.
2.	Investigate enquiry or complaint.	2.1. ***Information*** relevant to enquiry or complaint is obtained from internal and external sources as appropriate according to company requirements.
		2.2. Site is inspected with client, where required, to clarify details of the enquiry or complaint according to company requirements.
		2.3. Possible solutions to enquiry or complaint are determined and likelihood of associated problems is assessed using available information according to company requirements.
		2.4. Advice is sought from ***appropriate personnel*** where necessary on nature of enquiry or complaint, and proposed solution according to company requirements.
3.	Refer enquiry or complaint.	3.1. Enquiry or complaint that requires referral to other company personnel or external bodies is identified according to company and legislative requirements.
		3.2. Referral to appropriate personnel is made according to individual level of responsibility and company

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		requirements.
		3.3. Investigation report and other relevant documentation are forwarded to appropriate personnel according to company requirements.
		3.4. Progress of referred enquiry or complaint is followed up with appropriate personnel according to company requirements and within expected timeframes.
4.	Determine and communicate solution to client and relevant staff.	4.1. Solution to enquiry or complaint is determined and documented according to company requirements.
		4.2. ***Method for responding*** to client or their agent is established according to nature of enquiry or complaint and company requirements.
		4.3. Response to enquiry or complaint is prepared and communicated to client or their agent according to company requirements.
		4.4. Client or agent agreement to solution is confirmed, or solution is negotiated according to company requirements.
		4.5. Relevant staff members are promptly advised of work allocations required to resolve enquiry or complaint according to company requirements.
5.	Satisfy complex client needs.	5.1. Complex needs requiring adaptation of routine products or services are identified and clarified with client.
		5.2. Possibilities for meeting client needs are explained to client according to legislative and company requirements.
		5.3. Client is assisted to evaluate product and service options to satisfy needs according to legislative and company requirements.
		5.4. Preferred action is determined and prioritised according to legislative and company requirements.
		5.5. Potential difficulties in client service delivery are identified and appropriate action is taken according to legislative and company requirements.

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6.	Update company information	6.1. Information on type and source of enquiry or complaint is collated and processed according to company requirements.
		6.2. Information on identified problems and solutions is recorded, processed and reported according to company requirements.
		6.3. Information on resolved enquiry or complaint is shared with co-workers according to legislative and company requirements and strategies to avoid repeat issues are discussed.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• find and interpret information relevant to client enquiries and complaints by searching company and industry data and using simple internet searches • draw on experience of assessing and responding to client enquiries and complaints and apply knowledge to new issues, including assessing complexity of problem and need to refer to other personnel.
Numeracy skills to:	• interpret numerical information relating to client enquiries and complaints, including technical data in manufacturer specifications.
Oral communication skills to:	• interact effectively with clients to identify and resolve problems and complaints, and express technical information in appropriate language for the client • negotiate and finalise agreed solutions to client enquiries and complaints.
Reading skills to:	• interpret information relating to client enquiries and complaints, including company procedures and manufacturers' technical information

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This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
	• extract critical information from at times complex text, such as legislative information and Australian Privacy Principles.
Writing skills to:	• record information regarding customer enquiries and complaints and their solutions using industry-specific technical vocabulary as required • communicate proposed solutions to clients in writing, using appropriate language and explaining technical terms as required.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Clients must include those with one or more of the following:	• routine enquiry for advice or general information that requires no specific research • suggestion for service or product improvement • special enquiry requiring further research or consultation with other staff • routine complaint requiring investigation to clarify details • complex complaint requiring referral to other technical or supervisory personnel • complex need involving adaptation or combination of products and/or services.
Information must include:	• client records, including verbal reports from staff if available • company policies and procedures relevant to the enquiry or complaint • legislative requirements relevant to the enquiry or complaint • manufacturer information relevant to the enquiry or complaint • workplace information relevant to the enquiry or complaint.
Appropriate	• colleagues

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personnel must include one or more of the following:	• manufacturers • staff and employee representatives • supervisors • suppliers • technical experts.
Method for responding must include one or more of the following:	• email • face-to-face meeting • letter • phone call.

Unit Mapping Information

CPPCMN3004A Respond to enquiries and complaints

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCMN3004 Respond to enquiries and complaints

Modification History

Release 1.

Replaces superseded equivalent CPPCMN3004A Respond to enquiries and complaints.

This version first released with CPP Property Services Training Package Version 2.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria and foundation skills of this unit, and must deal with:

- one routine enquiry for advice or general information, or suggestion for service or product improvement
- one special enquiry requiring further research or consultation
- one routine complaint requiring investigation
- one complex complaint requiring referral to other personnel
- one matter where client needs are complex and require adaptation or a combination of products or services.

For each of the above, the person must:

- use knowledge of company procedures
- handle clients and situations with diplomacy and tact
- clarify customer enquiries and complaints using communication skills
- provide solutions or options and resolve issues within required timeframes
- record and document issues and resolution according to company requirements
- refer matters to appropriate personnel as required and according to company requirements.

Knowledge Evidence

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

- Australian standards, quality assurance and certification requirements relevant to responding to enquiries and complaints
- common industry and company service problems and solutions
- company policies and procedures for handling and documenting client complaints, including:
  - client confidentiality provisions

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  - client service procedures
  - code of conduct or ethics
  - company dress and presentation requirements
  - quality and continuous improvement processes and standards
  - work documentation and reporting procedures
- details of products and services offered by the company
- industry advisory standards and codes of practice relevant to company operation
- legislation and regulations that apply to responding to enquiries and complaints, including:
  - anti-discrimination
  - consumer protection
  - environmental protection
  - privacy
  - work health and safety
- options for solutions and responses to client enquiries and complaints, including:
  - additional service provision
  - changes in service provision
  - litigation
  - mediation
  - no action
  - payment of compensation
  - rectification
  - cancellation of services
  - client education
  - general advice
  - information on products and services available, including features and benefits
  - planned visits
  - provision of further information
  - quotations and pricing estimates
  - referral to others, including specialist advisors
  - standard industry disclaimers
- range of client expectations in relation to services offered by the company
- relevance of good communication and own role in processing client complaints.

Assessment Conditions

Suitable assessment of performance requires:

- equipment:
  - telephone
  - computer with access to email, internet and company information

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- materials:
  - tools and equipment for investigating site of client complaint, if required
- specifications:
  - company information
  - manufacturer specifications and other technical information
  - plain English guides to relevant legislative guidelines, standards and codes of practice
- physical conditions:
  - access to site of client complaint, if required
- relationships with team members and supervisor:
  - acting alone under supervision
  - access to supervisor and other relevant personnel for assistance with gathering information
- relationship with client:
  - direct communication with client or agent representing client
- timeframe:
  - according to work order.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCMN3005 Complete client documentation

Modification History

Release 1.

Supersedes and is equivalent to CPPCMN3005A.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 6.

Application

This unit of competency specifies the skills and knowledge required to complete client documentation in the property services industry.

It includes gathering and verifying the information required to complete client documentation, and processing client documentation.

The unit supports the work of those engaged in servicing in a range of property services contexts.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Competency Field

Unit Sector

Common

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Collate information required for processing client documentation.	1.1 Confirm client contact details. 1.2 Confirm details of products and services supplied to client and verify quoted prices.

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	1.3 Record time spent in providing service to client. 1.4 Confirm guarantees or warranty arrangements for products and services. 1.5 Check terms of client payment. 1.6 Check discrepancies between costs quoted to client and actual cost of products and services, and undertake required follow-up to collect shortfall.
2. Process client documentation.	2.1 Prepare documentation containing complete details of product or service provided. 2.2 Calculate cost of providing product or service, and record price in client documentation. 2.3 Check documentation for accuracy and amend as necessary prior to providing to client. 2.4 Provide and explain documentation to client, including advice on follow-up service if required. 2.5 Maintain privacy and confidentiality of client information and documentation.
3. Finalise client documentation process.	3.1 Address client queries or complaints. 3.2 Collect payments from client and issue receipts.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- reading skills to review and check:
  - client details
  - products and services documentation
  - guarantees and warranties
- writing skills to prepare client documentation
- numeracy skills to use methods and tools to calculate and check price of products and services provided for clients.

Range of Conditions

Not applicable

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Unit Mapping Information

Supersedes and is equivalent to CPPCMN3005A Complete client documentation.

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

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Assessment Requirements for CPPCMN3005 Complete client documentation

Modification History

Release 1.

Supersedes and is equivalent to CPPCMN3005A.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 6.

Performance Evidence

To demonstrate competency in this unit, a person must complete client documentation for two different property services industry clients.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- workplace procedures for completing property services industry client documentation
- requirements of legislation, regulations, Australian standards and codes of practice relevant to client interaction, including those related to:
  - confidentiality
  - consumer protection
  - privacy
- work health and safety (WHS)
- client documentation, including:
  - types of client documentation and standard forms used in the relevant property services industry sector
  - consequences of providing incomplete or inaccurate client documentation
  - details required for completing client documentation
  - importance of accuracy in completing client documentation
  - procedures for explaining documentation to client
- customer service principles
- procedures for processing different methods of payment
- operation and maintenance of equipment required for electronic processing of client documentation, including:
  - calculator
  - EFTPOS machine
  - electronic tablet

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- computer
- scanner
- printer.

Assessment Conditions

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

Assessment of performance must be undertaken in the workplace or in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits expected in a workplace.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- work site/s and specifications to complete client documentation
- standard format or template for client documentation
- specifications for the product or service provided to client
- fee schedule for products and services
- relevant workplace policies and procedures.

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

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CPPCMN3006 Provide effective client service

Modification History

Release 1.

Revised unit of competency replacing superseded non-equivalent CPPCMN2003A Provide effective client service.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to establish client relationships, and identify and meet client needs through the delivery of services or by providing information and advice on products and services.

The unit supports those who work alone or in teams. It applies in a range of work sites, and to new or repeat client encounters, either on company or client premises.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Common

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Identify and confirm client needs.	1.1. Client is greeted according to company requirements and initial information regarding required products or services is obtained.

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		1.2.	Client requests are analysed and confirmed with client or others where necessary.
		1.3.	Personal limitations are identified while assessing client needs, and assistance is sought from others where required according to company requirements.
2.	Confirm agreed products or services.	2.1.	Current sales brochures and product or service information are provided to client according to company requirements.
		2.2.	Product or service features and benefits are communicated to client according to company requirements and established communication channels.
		2.3.	Client requests for further information or explanation are responded to accurately and clearly.
		2.4.	Agreement to provide product or service is established with client, and service level agreement, including costs and timelines, and legislative requirements, are discussed and agreed with client according to company requirements.
3.	Deliver products or services to client.	3.1.	Human resources required to provide agreed client products or services are identified, briefed and coordinated.
		3.2.	Client products or services are provided within agreed timelines and according to company requirements.
		3.3.	Requests to provide products or services outside agreed client service agreement are directed to designated personnel and actioned as required.
		3.4.	Alternative arrangements are negotiated with clients when commitments cannot be met, according to workplace procedures and company requirements.
4.	Respond to client feedback.	4.1.	Client feedback is received and responded ***to*** within agreed timelines and according to company customer service standards and service requirements.

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4.2. Opportunities to improve product or service delivery are identified and discussed with designated personnel.

4.3. Complaints are received and responded to within specified timeframes according to company complaints handling procedures.

4.4. Improvements to product or service delivery are communicated to clients.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• identify personal strengths and weaknesses when providing client services in different contexts • seek to develop skills and knowledge in areas of need.
Numeracy skills to:	• identify, interpret and meet service timelines.
Oral communication skills to:	• interpret non-verbal cues from clients when communicating features and benefits of services and products • request feedback from client where necessary. •
Reading skills to:	• understand specialised vocabulary and acronyms used in own area of expertise or work environment.
Writing skills to:	• respond to complaints in writing using layout and sequencing that produce cohesive text.

Unit Mapping Information

No equivalent unit.

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCMN3006 Provide effective client service

Modification History

Release 1.

Revised unit of competency replacing superseded non-equivalent CPPCMN2003A Provide effective client service.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria and foundation skills of this unit.

The person must also provide a service to two different clients within the agreed service level agreement, in which the work must include:

- clarifying client needs and expectations and communicating the features and benefits of one product or service to each client verbally or in writing
- confirming and coordinating human resource requirements for the task
- responding verbally or in writing to one question from each client
- confirming the services to be provided to the client verbally or in writing, including service costs and timelines for service provision
- delivering agreed service to client within agreed timelines
- responding accurately and positively to one client complaint according to company's complaints handling procedures.

Knowledge Evidence

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

- communication techniques for establishing and building client rapport
- company expectations for maintaining personal presentation standards, including:
  - cleanliness and tidiness of own work space
  - codes of conduct
  - dress code
- company standards relating to customer service standards and providing effective client services, including complaints handling procedures

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- key requirements of consumer protection legislation, regulations and codes of practice relating to providing client service, including:
  - Competition and Consumer Act
  - Privacy Act
- processes for accessing company products and services, including accessing:
  - company databases
  - manufacturer specifications and information
  - product brochures
- key features of effective negotiation processes and techniques
- range of company products and services available, including their features and benefits, and ways to communicate them to different clients.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - communication devices required for the task
- materials:
  - products and information used when providing client services, including sales brochures and company website
- contingencies:
  - customer complaints
- specifications:
  - client service manuals
  - company policies, including:
    - complaints handling procedures
    - dress code
- physical conditions:
  - suitable work site or venue.

Timeframe:

- according to workplace requirements.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the Standards for Registered Training Organisations (RTOs) current at the time of assessment.

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Links

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CPPCMN3007 Support leadership in the workplace

Modification History

Release 1.

Replaces superseded equivalent CPPCLO3039A Support leadership in the workplace.

This version first released with CPP Property Services Training Package Version 4.

Application

This unit of competency specifies the outcomes required to promote a supportive culture and environment in the workplace that enables effective leadership. The unit covers participating in and facilitating team planning, and promoting team commitment and cooperation.

The unit supports those who work alone or in teams. It applies in a range of work sites.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Common

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Contribute to team effectiveness.	1.1. Contributions are made to developing team plans, roles and responsibilities according to company requirements.
		1.2. Skills and knowledge of team members are identified, documented and used to enhance team performance

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			according to company requirements.
		1.3.	Interpersonal skills and communication techniques are used to facilitate open communication within team.
		1.4.	Company policies and procedures, and legislative, environmental and ***health and safety requirements*** are conveyed to team members according to company requirements.
2.	Provide leadership within the team.	2.1.	Assistance is provided to team members to achieve team and company objectives according to company requirements.
		2.2.	Individuals and work teams are encouraged to participate in developmental opportunities according to company requirements.
		2.3.	Coaching and mentoring are provided to team members to achieve team and company goals according to company requirements.
		2.4.	Conflict situations in work team are identified and conflict-resolution strategies applied, according to company requirements.
		2.5.	Causes of incomplete work are identified and documented, and improved work practices are discussed with individual or team according to company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Learning skills to:	• review leadership ideas from different sources and incorporate them into own practice.
Oral communication skills to:	• ask questions to clarify coaching and mentoring requirements • respond clearly and concisely to questions from colleagues, including those being mentored or coached.
Reading skills to:	• read and interpret internal company documents specifying company and team goals and policies.

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Writing skills to:
- complete documentation using company templates.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Health and safety requirements must include at least six of the following:

- access to communication devices when working alone
- compliance with Safe Work Australia regulations and guidelines
- electrical equipment test and tag compliance
- emergency response procedures
- environmental controls
- hazard signs and barricades
- health and safety induction and refresher training
- manual handling techniques
- processes for safely dispensing chemicals
- risk assessment procedures, including:
  - hazardous chemicals register
  - hierarchy of control
  - job safety analyses (JSA) for low-risk situations
  - safe work method statements (SWMS) for high-risk situations
  - incident reporting
- safety data sheets (SDS)
- selection and use of required personal protective equipment (PPE)
- storage and maintenance of equipment according to manufacturer specifications
- use of first aid according to SDS information.

Unit Mapping Information

CPPCLO3039A Support leadership in the workplace

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCMN3007 Support leadership in the workplace

Modification History

Release 1.

Replaces superseded equivalent CPPCLO3039A Support leadership in the workplace.

This version first released with CPP Property Services Training Package Version 4.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also provide the following support to a workplace supervisor or manager:

- participate in two team meetings, actively and constructively responding to group discussions
- provide coaching or mentor support to one colleague
- identify and resolve a conflict in the workplace using conflict resolution techniques and strategies according to company requirements
- communicate effectively one-to-one and with a small group
- actively contribute to two different team building activities in the workplace.

Knowledge Evidence

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

- causes of stress or conflict in teams and strategies for identifying, managing and reducing them
- company requirements and procedures relating to supporting leadership in the workplace, including:
  - codes of conduct
  - communication protocols
  - own role, responsibility and delegation requirements
  - reporting procedures
  - role and function of workplace teams
- developmental opportunities available to team members and ways to access them, including:
  - apprenticeship opportunities

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  - career pathways
  - in-house training programs
  - job rotations
  - mentoring opportunities
- key requirements of legislation and regulations, including work health and safety (WHS) legislation and industrial awards and legislation in order to provide support to leadership
- company goals, including:
  - budgetary and profit targets
  - company service standards
- team development techniques.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- physical conditions:
  - suitable work site or venue where work is performed under supervision and where team meetings are conducted
- relationships with team members and supervisor:
  - work may be conducted alone or as part of a team.

Timeframe:

- according to workplace requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCMN4001 Develop workplace policies and procedures for sustainability

Modification History

Release 1.

Revised unit of competency replacing superseded equivalent CPPCMN4001B Develop workplace policies and procedures for sustainability.

This version first released with CPP Property Services Training Package Version 4.

Application

This unit of competency specifies the outcomes required to develop a workplace sustainability policy to minimise and reduce resources and toxic materials used during work functions. The unit supports the development of skills to review legislation and develop and communicate workplace policies and procedures relating to environmental sustainability.

The unit supports staff responsible for ensuring policies and procedures comply with environmental legislative requirements and that sustainability targets are achieved. It applies in a range of commercial and residential work sites.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Common

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.

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1.	Identify scope of sustainability policy.	1.1.	Company's commitment to sustainability and sustainability objectives is identified and confirmed in consultation with required personnel.
		1.2.	***Existing internal policies and procedures*** are identified and reviewed for relevance and impact on sustainability policy.
		1.3.	Impact of requirements of ***environmental and sustainability legislation, standards and codes of practice*** is reviewed to inform practices and policy development.
		1.4.	Relevant ***stakeholders*** are identified and consulted as a key component of policy development process.
2.	Develop sustainability policy.	2.1.	Strategies are developed and documented for minimising resource use and reducing toxic material and hazardous chemical use at all stages of work.
		2.2.	Recommendations are made for policy options and benchmark indicators based on likely effectiveness, timeframes and cost.
		2.3.	Policy is developed that reflects organisational commitment to sustainability.
3.	Communicate policy.	3.1.	Policy and its expected outcomes are promoted to key stakeholders.
		3.2.	Those involved in implementing policy are informed of expected outcomes, activities to be undertaken, and assigned responsibilities.
4.	Develop sustainability procedures.	4.1.	Procedures to help implement policy are developed and documented, and communicated to required personnel.
		4.2.	Staff coaching and training on sustainability expectations are conducted or arranged as required.
		4.3.	Mechanisms for tracking resource usage and wastage are established and monitored.
		4.4	Opportunities for continuous improvement in resource efficiency are identified and actioned.
5.	Review sustainability policy.	5.1.	Processes, including timeline for reviewing policy implementation, are documented and required personnel are briefed on roles and responsibilities.

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5.2. Data on resource usage and waste minimisation efforts over specified timeframes is collated, analysed and documented.

5.3. Records are monitored to identify trends that may require remedial action, and used to promote continuous improvement of performance.

5.4. Sustainability outcomes are reported according to company requirements.

5.5. Policy and procedures are modified as required to ensure improvements are made.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• identify and use reliable sources of information on requirements of environmental and sustainability legislation, standards and codes of practice • apply previous knowledge of strategies to new work situations to increase sustainability.
Numeracy skills to:	• estimate and calculate numerical values, including costs and volumes associated with assessing strategies for reducing use of materials.
Oral communication skills to:	• engage, inform and gain information from stakeholders as part of consultation process • communicate policy implementation strategies to stakeholders.
Reading skills to:	• interpret information on requirements of environmental and sustainability legislation, standards and codes of practice.
Writing skills to:	• prepare clear procedures to inform stakeholders of implementation strategies for sustainability policy.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs

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of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Existing internal policies and procedures must include review of at least two of the following policies:	• environmental • health and safety • procurement • quality management • waste management.
Environmental and sustainability legislation, standards and codes of practice must include at least two of the following:	• energy rating standards • environmental protection legislation • ISO 14001 Environment Management Systems • waste management legislation.
Stakeholders must include at least two of the following:	• clients • co-workers • senior management • suppliers.

Unit Mapping Information

CPPCMN4001B Develop workplace policies and procedures for sustainability

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCMN4001 Develop workplace policies and procedures for sustainability

Modification History

Release 1.

Revised unit of competency replacing superseded equivalent CPPCMN4001B Develop workplace policies and procedures for sustainability.

This version first released with CPP Property Services Training Package Version 4.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also develop a sustainability policy and associated implementation procedures for a workplace, referencing legislation and standards applicable to the work function.

In doing the above work, the person must:

- consult with stakeholders
- develop an implementation strategy for the sustainability policy that includes:
  - methods for communicating the policy objectives
  - plans for training stakeholders
  - strategies for continuous improvement of policy
  - timeline and processes for reviewing implementation of the policy and incorporating improvements.

Knowledge Evidence

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

- policy development processes and practices
- key requirements of environmental and sustainability legislation, standards and codes of practice, including:
  - energy rating standards
  - environmental protection legislation
  - industry codes of practice relating to environmental sustainability

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  - ISO 14001 Environment Management Systems
  - health and safety legislation and regulations
- principles and practices of sustainability management
- methods for implementing sustainability policies and procedures in the workplace, including communication techniques and processes.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer with access to company policies and procedures
- materials:
  - company policies and procedures relating to environmental, health and safety, procurement, quality management and waste management
- specifications:
  - energy rating standards
  - environmental health legislation
  - environmental protection legislation
  - industry codes of practice relating to environmental sustainability
  - ISO 14001 Environment Management Systems
  - health and safety legislation.

Timeframe:

- according to workplace requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCMN4002 Implement and monitor environmentally sustainable work practices

Modification History

Release 1.

Revised unit of competency replacing superseded equivalent CPPCMN4002B Implement and monitor environmentally sustainable work practices.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to analyse the workplace in relation to environmentally sustainable work practices, and then implement improvements and monitor their effectiveness.

The unit supports those responsible for a specific area of work or who lead a work team. It applies in a range of property services sectors and organisations.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Common

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Investigate current	1.1. Environmental regulations applying to work conducted

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	workplace practices in relation to resource use.		on client sites are identified.
		1.2.	Procedures for assessing compliance with environmental legislation, regulations, and codes of practice are evaluated.
		1.3.	Information on environmental and resource efficiency systems and procedures is collected and provided to work group according to organisational policies and procedures.
		1.4.	Current ***resource use*** is measured and documented according to organisational policies and procedures.
		1.5.	Current purchasing strategies and potential for influencing suppliers to take up environmental sustainability are analysed and documented.
		1.6.	Current work processes are analysed to assist in identifying areas for improvement.
2.	Set targets for improvements.	2.1.	Input into achievable targets is sought from internal and external stakeholders.
		2.2.	External sources of information and data on achievable targets are accessed as required.
		2.3.	Improvements in efficiency targets are set.
3.	Implement performance improvement strategies.	3.1.	Techniques and tools are sourced to assist in achieving efficiency targets.
		3.2.	Alternative solutions to workplace environmental issues are evaluated and applied.
		3.3.	Continuous improvement strategies are applied to own area of responsibility, and ideas and possible solutions are communicated to work group and management.
		3.4.	***Environmental and resource efficiency improvement plans*** for own work group are integrated into other operational activities and are implemented.
		3.5.	***Recommendations*** for environment and resource efficiency management are sought from stakeholders and acted upon according to organisational policies and

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		procedures.
	3.6.	Costing strategies are implemented to fully value environmental assets.
4. Monitor performance.	4.1.	Outcomes are documented and reports on targets are communicated to key personnel and stakeholders.
	4.2.	Strategies and benchmark indicators are evaluated.
	4.3.	New targets are set and new tools and strategies investigated and applied.
	4.4.	***Compliance*** with requirements of legislative standards or codes is monitored and reported according to company requirements.
	4.5.	Successful strategies are documented according to company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• identify and use reliable sources of information on requirements of environmental legislation, standards and codes of practice.
Numeracy skills to:	• analyse numerical information, including costs and volume of resources used • calculate realistic targets for environmental improvements and resource efficiency.
Oral communication skills to:	• engage, inform and gain information from stakeholders as part of consultation process.
Reading skills to:	• interpret information on requirements of environmental and sustainability legislation, standards and codes of practice.

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Writing skills to:	• prepare clear reports on strategies, targets and outcomes for environmental improvements and resource efficiency.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Resource use must include review of at least two of the following:	• chemicals • consumables • electricity usage rates • gas usage rates • water usage rates.
Environmental and resource efficiency improvement plans must include at least two of the following:	• determining organisation's most suitable waste treatment, including waste to landfill, recycling, re-use and wastewater treatment • initiating and maintaining organisational procedures for operational energy consumption, including for stationary and non-stationary (transport) energy • sustainability initiatives, action plans, surveys and audits.
Recommendations must include strategies that result in at least two of the following outcomes:	• elimination of hazardous and toxic materials • improved energy efficiency • improved opportunities to re-use and recycle materials • increased use of renewable resources, including solar or other alternative forms of energy • plans to offset or mitigate environmental impacts • reduced greenhouse gas emissions • reduced reliance on non-renewable resources.

Compliance must include:	• coverage of at least one of the following:
	  • energy efficient rating system
	  • ISO 14001 Environment Management Systems.

Unit Mapping Information

CPPCMN4002B Implement and monitor environmentally sustainable work practices

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Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCMN4002 Implement and monitor environmentally sustainable work practices

Modification History

Release 1.

Revised unit of competency replacing superseded equivalent CPPCMN4002B Implement and monitor environmentally sustainable work practices.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also implement three new strategies to support environmentally sustainable work practices. Each of the strategies must:

- relate to sustainability improvements in the use of the following resources:
  - consumables
  - electricity
  - gas
  - water
- specify:
  - current usage rates measured in quantities and cost
  - targeted usage rates and how these targets will enhance organisation’s commitment to sustainability
  - methods for implementing each strategy
  - processes for documenting and monitoring strategy implementation.

Knowledge Evidence

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

- laws, by-laws, regulations and codes of practice relating to environmental sustainability and resource efficiency improvement
- types, limitations and uses of environmental and resource efficiency improvement plans, including:
  - environmental and resource sustainability initiatives, action plans, surveys and audits
  - applying waste management hierarchy in the workplace

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- determining organisation's most suitable waste treatment, including waste to landfill, recycling, re-use and wastewater treatment
- initiating and maintaining organisational procedures for operational energy consumption, including stationary and non-stationary (transport) energy
- use of standards, guidelines and approaches:
  - energy efficiency rating systems
  - ISO 14001 Environment Management Systems.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer with internet access to retrieve and send company documentation
- specifications:
  - energy efficiency rating systems
  - ISO 14001 Environment Management Systems
  - existing company policies and procedures relating to sustainable work practices
- relationship with client:
  - consultation required.

Timeframe:

- according to workplace requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCMN4003 Establish, develop and monitor teams

Modification History

Release 1.

New unit of competency replacing superseded equivalent CPPCMN4005A Facilitate effective teamwork and CPPCMN4006A Facilitate effective workplace relationships.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to facilitate the development of team members' working relationships, monitor their interactions and performance, and manage coaching and incentive programs to improve team effectiveness.

The unit supports those who supervise small teams and take responsibility for the quality of work at a particular site. It applies in a range of commercial and residential work sites.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Common

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Establish team.	1.1. Company's social, ethical and business standards are promoted to ensure those standards and ***legislative requirements*** are applied.

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		1.2. Team communication requirements are established and communication methods are selected to meet team member needs, according to company requirements.
		1.3. Roles and tasks of team members are agreed through team consultation and negotiation, and recorded according to company requirements.
		1.4. Team and individual KPIs are established and communicated to team members, and recorded according to company requirements.
		1.5. Commitment of team members to key performance indicators (KPIs) is gained and maintained through consistent outlining and competent demonstration of workplace procedures.
2.	Monitor and support team outcomes.	2.1. Team's work performance is monitored against KPIs and team members are held accountable for completing activities and achieving required outcomes.
		2.2. Individual coaching is provided to team members in response to requests or as a result of team monitoring, as required.
		2.3. Individual or team member problems are discussed and issues resolved according to company requirements.
3.	Develop team performance.	3.1. Opportunities for staff development and training are regularly promoted to staff according to company requirements.
		3.2. Development needs of team are identified, recorded and discussed with team members according to company requirements.
		3.3. Development activities and support materials that suit identified needs of team members are planned and scheduled according to company requirements.
		3.4. Improvements in team and individual work performance are monitored, recorded and rewarded according to company requirements.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• apply simple performance assessment rating systems.
Oral communication skills to:	• facilitate team discussions and negotiations using accessible language.
Writing skills to:	• establish clear and measurable KPIs for a small team • take notes and record details of individual team member's performance and development needs.
Problem-solving skills to:	• listen to and resolve concerns in relation to workplace issues • understand and apply knowledge of learning styles of team members and select required development activities and support materials in suitable formats.
Teamwork skills to:	• develop rapport and gain confidence of team members • work with diverse individuals and groups • actively encourage team members to learn in order to develop new skills and improve team performance.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Legislative requirements must include:	• anti-discrimination, equal employment opportunity and racial vilification • consumer law • environmental law • harassment and other laws specific to local government • industry codes of conduct • Work Health and Safety (WHS) Act and regulations

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- privacy legislation.

Unit Mapping Information

CPPCMN4005A Facilitate effective teamwork and CPPCMN4006A Facilitate effective workplace relationships

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCMN4003 Establish, develop and monitor teams

Modification History

Release 1.

New unit of competency replacing superseded equivalent CPPCMN4005A Facilitate effective teamwork and CPPCMN4006A Facilitate effective workplace relationships.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also establish a working team comprised of a minimum of three members, in which the work must involve:

- establishing three different key performance indicators (KPIs) for each team member according to their roles and responsibilities
- communicating KPIs to each team member and clarifying and confirming understanding and acceptance
- identifying and communicating one developmental opportunity with each person
- monitoring and recording team interactions and individual and team performance over a suitable timeframe.

Knowledge Evidence

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

- team dynamics, including causes of stress or conflict in teams and suitable resolution strategies
- communication requirements and methods suitable for team members and work roles
- company codes and standards for workplace conduct, ethics, and personal presentation
- company policies and procedures relating to own and team members' roles, responsibilities and delegation level, including:
  - work instructions
  - counselling and disciplinary procedures
  - reporting and documentation requirements
  - staff development and learning opportunities

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  - specific customer requirements
  - quality and continuous improvement requirements
- legislative compliance requirements relating to teamwork and work role, including:
  - anti-discrimination
  - consumer rights
  - environmental protection
  - equal employment opportunity
  - privacy
  - sustainability
  - work health and safety (WHS), including personal protective equipment (PPE) requirements.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- materials:
  - company-specific business standards
  - legislative requirements as listed in range of conditions
- specifications:
  - teamwork instructions
- physical conditions:
  - work site
  - a minimum of three new team members
- relationships with team members and supervisor:
  - supervisory responsibility for a small team.

Timeframe:

- according to workplace requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCMN4004 Develop and manage client relations

Modification History

Release 1.

Revised unit of competency replacing superseded equivalent CPPCMN4004B Facilitate effective client relationships.

This version first released with CPP Property Services Training Package Version 4.

Application

This unit of competency specifies the outcomes required to establish business contacts and networks, and develop and manage these relationships effectively to increase and retain the client base of the company. The unit covers identifying and analysing potential clients and their needs. It also covers exploring products or services with the client that could improve or enhance their operations, which requires knowledge of the range of organisational products and services. The unit involves managing client problems, issues and changing needs; and identifying opportunities to promote additional products and services to meet those needs.

The unit supports those with significant contact with external clients but without managerial or supervisory responsibilities. It applies to those providing information on routine, well-defined products and services, and dealing with enquiries of a more complex nature, including pricing. Performance would usually be carried out under routine supervision, within company guidelines.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Common

Elements and Performance Criteria

Elements describe the Performance criteria describe the performance needed to

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essential outcomes.		demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Establish new business contacts.	1.1. New organisations with potential to benefit from company products and services are identified according to company requirements.
		1.2. Individuals in target organisations with potential to benefit are identified and contacted, and effective relationships built according to ***company requirements***.
		1.3. ***Communication protocols*** are agreed with business contacts and maintained according to own level of responsibility and company requirements.
2.	Work effectively with business contacts.	2.1. Roles of business contacts are clarified and responsibilities of parties in business relationship are agreed according to company requirements.
		2.2. Realistic service commitments are set and adhered to according to company requirements.
		2.3. Flexibility in work practices required in unusual or difficult situations is adopted according to company requirements.
		2.4. Situations outside own area or level of responsibility are identified and, where appropriate, referred to designated ***personnel*** according to company requirements.
3.	Identify and monitor client needs.	3.1. Needs and expectations for service delivery are regularly discussed with client according to company requirements.
		3.2. Feedback on company performance and level of satisfaction is sought from client according to company requirements.
		3.3. Prompt action is taken on feedback received according to company requirements.
		3.4. Contracts or variations to contracts or levels of agreed service provision are reviewed and implemented according to company requirements.
4.	Respond to complex client needs.	4.1. Complex client needs are analysed and options for resolution are explained to client according to company requirements.

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		4.2.	Clients are assisted to evaluate product and service options to satisfy their needs according to company requirements.
		4.3.	Preferred action is determined and prioritised according to company requirements.
		4.4.	Potential difficulties in service delivery are identified and actions taken according to company requirements.
5.	Communicate advice and pricing information.	5.1.	Pricing information for routine and specified products and services is provided where these match client needs, according to company requirements.
		5.2.	Follow-up information required by client is provided promptly according to company requirements.
		5.3.	Bookings with client are scheduled and confirmed according to company requirements.
6.	Promote company.	6.1.	Strategies to represent, promote and grow company's interests are developed.
		6.2.	Additional products, services and information are suggested to clients according to company requirements.
		6.3.	Information is provided to company members to support the development of effective relationships with client.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Learning skills to:	• apply prior knowledge of company offerings to select required services or products to meet identified client needs.
Numeracy skills to:	• provide routine pricing information, including estimating volume of product or service required and calculation of cost over time.
Oral communication skills to:	• present information to clients professionally, using a range of presentation techniques • use questioning skills to identify fine details of client requirements.

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Reading skills to:	• interpret updates on company product and service information.
Writing skills to:	• communicate with clients by email to convey information about products, services and solutions to complex requests.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Company requirements must include at least two of the following:	• organisational policies and guidelines
	• legislative and regulatory requirements relating to the work or service function, including:
	  • anti-discrimination and equal employment opportunity
	  • industry codes of conduct
	  • consumer law
	  • environmental law
	  • harassment and other laws specific to local government
	  • work health and safety requirements
	  • privacy legislation
	• policies and procedures relating to own role and responsibility
	• quality and continuous improvement systems, standards and guidelines.

Communication protocols must include:	• client's preferred frequency and timing of contact • client's preferred method of contact • types of information that client wishes to receive.
Personnel must include at least one of the following:	• colleagues • manufacturers • staff and employee representatives • supervisors • suppliers.

Unit Mapping Information

CPPCMN4004B Facilitate effective client relationships

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCMN4004 Develop and manage client relations

Modification History

Release 1.

Revised unit of competency replacing superseded equivalent CPPCMN4004B Facilitate effective client relationships.

This version first released with CPP Property Services Training Package Version 4.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also develop and manage business relationships with three new clients and respond to two client requests.

In doing the above work, the person must:

- identify each client's needs
- explain key features and benefits of company's products and services
- present verbal and written information on products and services to each client.

Knowledge Evidence

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

- processes to identify, establish and maintain business contacts and networks
- company requirements, including:
  - client confidentiality provisions
  - code of ethics
  - company image
- legislative and regulatory requirements relating to the work or service function, including:
  - codes of conduct
  - consumer law
  - environmental law
  - privacy legislation
  - quality and continuous improvement systems, standards and guidelines

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- range of products and services available to business contacts
- benefits of maintaining good client communication when delivering customer service
- role of designated personnel in developing and managing client relations.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer with internet access
- materials:
  - company policies and procedures relating to client relations
  - legislation and regulatory information relating to job role
- contingencies:
  - two client requests
- specifications:
  - company product and service specifications
- relationship with client:
  - client consultation.

Timeframe:

- according to workplace requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCMN4007 Manage workplace safety arrangements

Modification History

Release 1.

Revised unit of competency replacing superseded equivalent CPPCMN4007A Manage workplace safety arrangements.

This version first released with CPP Property Services Training Package Version 4.

Application

This unit of competency specifies the outcomes required to implement and monitor the company's health and safety policies, procedures and programs to achieve and maintain health and safety standards and ensure the effective implementation of workplace safety arrangements. It includes managing the provision of information and the implementation, supervision and review of health and safety policies and programs that contribute to a safe work environment.

The unit supports employees with supervisory responsibilities who carry out work within company guidelines. It applies in a range of work sites.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Common

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.

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1.	Provide information about company's health and safety policies, procedures and programs.	1.1.	Relevant provisions of health and safety legislation as they relate to workplace procedures are explained clearly and accurately to work group according to company requirements.
		1.2.	Company ***health and safety requirements***, policies, procedures and programs are explained clearly and accurately to work group according to company requirements.
		1.3.	***Information about health and safety policies, procedures and programs*** is provided to work group in a readily accessible manner according to company requirements.
		1.4.	***Information about identifying hazards and assessing risks*** and the process and outcomes of risk assessment and risk control procedures is provided and explained regularly, clearly and accurately to work group according to company requirements.
2.	Implement and monitor participative arrangements for managing health and safety.	2.1.	Processes enabling participation in health and safety issues are implemented and monitored.
		2.2.	Issues arising from participative arrangements are promptly assessed and resolved, or referred for resolution according to workplace procedures.
		2.3.	Outcomes of participative arrangements pertaining to health and safety issues are documented and promptly communicated to work group according to company requirements.
3.	Implement and monitor company procedures for identifying hazards and assessing risks.	3.1.	Existing and potential ***hazards*** in the work area are identified and reported according to health and safety legislation, workplace procedures, and company requirements.
		3.2.	***Risk analysis*** using ***risk analysis protocols*** is conducted and action to ***control risks*** is taken according to health and safety legislation, workplace procedures, and company requirements.
		3.3.	Work area is monitored continuously to identify new hazards according to health and safety legislation, workplace procedures, and company requirements.
4.	Implement and monitor company	4.1.	Work procedures for controlling risks are developed and implemented according to health and safety legislation

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	procedures for controlling risks.		and company requirements.
		4.2.	Adherence to work procedures by work group is monitored according to company requirements.
		4.3.	Effectiveness of work procedures is monitored using hierarchy of control, and results are reported regularly according to company requirements.
		4.4.	Resource allocation requirements for implementing work procedures to control risks are identified, and inadequacies are reported according to company requirements.
5.	Implement company procedures for dealing with hazardous events.	5.1.	Incidents are investigated to establish cause according to health and safety legislation and company requirements.
		5.2.	***Hazardous event control procedures*** for dealing with hazardous events and emergencies are implemented according to health and safety and environmental legislation, and company requirements.
		5.3.	Control measures based on hierarchy of control are implemented within scope of responsibilities or referred to ***appropriate personnel*** for implementation according to company requirements.
6.	Implement and monitor company procedures for providing health and safety training.	6.1.	Health and safety training needs are identified and documented according to company requirements.
		6.2.	Training, coaching and mentoring to meet identified needs of work group are arranged through consultation with involved parties according to company requirements.
7	Implement and monitor company procedures for maintaining health and safety records.	7.1.	Company's incident or accident reporting and recording process is provided and explained to work group according to company requirements.
		7.2.	***Health and safety records*** of occupational injury and disease are completed according to legal requirements, workplace procedures, and company requirements.
		7.3.	Hazard analysis data and information from health and safety records are used to identify hazards and monitor risk control procedures within scope of responsibilities and competencies and according to company requirements.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• identify and use reliable sources of information to confirm details of work health and safety (WHS) requirements • apply prior knowledge of assessing risks and evaluating risk control measures, including applying hierarchy of control to new work hazards.
Numeracy skills to:	• interpret numerical information from manufacturer specifications and safety data sheets (SDS).
Oral communication skills to:	• negotiate work group training, coaching and mentoring • explain accident and reporting and recording process to work group using suitable language.
Reading skills to:	• locate and interpret WHS compliance requirements in complex texts.
Writing skills to:	• prepare clear and sequential procedural documentation in language suitable for work group.
Initiative and enterprise skills to:	• develop rapport with team members to facilitate coaching and mentoring.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Health and safety requirements must include:

- access to communication devices when working alone
- compliance with Safe Work Australia regulations and guidelines
- electrical equipment test and tag compliance
- emergency response procedures
- environmental controls
- hazard signs and barricades
- health and safety induction and refresher training
- manual handling techniques
- processes for safely dispensing chemicals

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- risk assessment procedures, including:
  - hierarchy of control
  - job safety analyses (JSA) for low-risk situations
  - safe work method statements (SWMS) for high-risk situations
  - incident reporting
- SDS
- selection and use of required personal protective equipment (PPE)
- storage and maintenance of equipment according to manufacturer specifications
- use of first aid according to SDS information.

Information about health and safety policies, procedures and programs must include:

- hazards and risk management procedures
- information on the safety aspects of work, tasks and procedures
- procedures for providing direct supervision, such as to inexperienced workers
- information in industry association journals or workers' compensation literature
- details of health and safety representatives and health and safety committees.

Information about identifying hazards and assessing risks must include:

- accessing manufacturer guidance information and manuals
- applying SWMS procedures
- assessing job and work systems
- assessing severity of identified hazards, and ranking according to severity
- briefing workplace safety inspectors or contracted health and safety advisers
- checking work area and equipment before and during work
- conducting pre- and post-operational equipment checks
- conducting workplace inspections
- consulting with employees, health and safety representatives and health and safety committee
- housekeeping
- performing routine job hazard analysis
- purchasing supplies and equipment
- reviewing SDS
- manufacturer or supplier information
- referencing government or industry hazard or safety alerts, including via industry association contacts and networks
- regularly maintaining plant and equipment
- reviewing health and safety records, including:
  - registers of hazardous substances and dangerous goods
  - undertaking safety audits.

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Risk analysis must include:	• hazard identification • risk assessment • risk treatment and/or control • risk monitoring and evaluation.
Risk analysis protocols must be selected based on at least one of the following criteria:	• Australian standards, company standards and client standards • combination of quantitative and qualitative assessment tools, specific to risks being assessed • operational, technical, financial, legal, social, humanitarian or other criteria • scope of risk management project being undertaken.
Controlling risks must include at least one of the following:	• applying hierarchy of control • consulting with manufacturers, suppliers, employers and their representatives • consulting with workers and their representatives • developing reliable systematic approach to risk control • ensuring adequate training of staff • measuring risk likelihood and consequence • implementing measures to remove cause of risk at its source • monitoring and regularly reviewing work systems and procedures • rewarding good health and safety practice.
Hazardous event control procedures must include:	• following instructions from authorised and delegated personnel during hazardous events • chemical containment and clean-up • emergency management plan • evacuations • provision of first aid • accident and incident reporting • injury and dangerous occurrence reporting.

Appropriate personnel must include at least one of the following:	• managers
	• health and safety personnel
	• other persons, including emergency service personnel, authorised or nominated by the company or industry to:
	  • approve specified work
	  • direct specified work or functions
	  • inspect specified work
	  • perform specified work or functions.

Hazards that must be identified and reported include:	• biological hazards • chemical hazards, including unlabelled chemicals and substances • environmental hazards, such as: • noise

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- radiation
- untidy work areas
- vibration

- ergonomic or mechanical hazards, such as those associated with electrical and mechanical faults of plant and equipment, including mobile plants
- physical hazards, such as:
  - electrical
  - obstructions or blocked exits
  - slippery or uneven floors
- psychological hazards.

Health and safety records must include documented:

- first aid and medical post records
- hazardous substances registers
- health surveillance and workplace environmental monitoring records
- maintenance and testing reports
- manufacturer and supplier information, including SDS and dangerous goods storage lists
- health and safety audits and inspection reports
- records of instruction and training
- safety bulletins or notices
- workers' compensation and rehabilitation records.

Unit Mapping Information

CPPCMN4007A Manage workplace safety arrangements

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCMN4007 Manage workplace safety arrangements

Modification History

Release 1.

Revised unit of competency replacing superseded equivalent CPPCMN4007A Manage workplace safety arrangements.

This version first released with CPP Property Services Training Package Version 4.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also provide clear information and instruction to one work group on workplace procedures pertaining to health and safety in a readily accessible manner, and:

- apply company processes and procedures for health and safety
- demonstrate leadership skills in working with teams to identify hazards within work group, ensuring unresolved issues are referred and actioned
- apply risk management procedures, including undertaking hazard identification, risk assessment and risk control according to hierarchy of control
- identify and facilitate health and safety training needs and reporting requirements of work group
- identify characteristics of workforce that affect the management of health and safety
- identify health and safety compliance requirements relating to specific work tasks
- integrate health and safety into company systems
- apply key requirements of health and safety legislation, regulations and codes of practice applicable to work tasks
- provide clear information and instructions to work group on workplace procedures relating to health and safety in plain English and catering for individual language and literacy levels
- apply obligations for duty of care.

In doing the above work, the person must also demonstrate strategies in place to manage five of the following hazardous events that may occur in the workplace:

- accidents, including motor vehicle accidents
- bomb threats

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- chemical spills
- electrocution
- fires and explosions
- inhalation of dangerous substances
- manual handling
- natural disasters
- slips, trips and falls
- violent incidents, such as:
  - armed robberies
  - workplace bullying.

Knowledge Evidence

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

- characteristics of the company's workforce, including type of work undertaken and impacts on health and safety management
- company processes and procedures, including those relating to:
  - accident and incident investigation
  - assessing and controlling risks
  - consultation and participation arrangements for employees and third parties
  - emergency planning and response
  - housekeeping and work environment
  - identifying hazards
  - health and safety management
  - health and safety procedures, including:
    - developing and communicating company health and safety policy
    - providing health and safety information, instruction, supervision and training
    - health and safety record keeping
    - reporting and resolving health and safety issues
    - training and assessment
  - risk management
- principles of:
  - access and equity
  - hazard management
  - leadership as it applies to managing workplace safety
  - health and safety management systems
- risk management procedures, including risk assessment and risk control procedures reflecting the following order of the process:
  - hazard identification
  - risk assessment
  - hazard control

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    - evaluation
- safe operating procedures or instructions that cover:
    - awareness of electrical hazards
    - chemical storage, handling and disposal
    - confined space procedures
    - dust
    - first aid and injury management
    - manual handling
    - noise
    - requirements for maintaining safety when working alone
    - safe use of tools and equipment
    - security
    - specific hazards
    - storage of dangerous goods
    - toxic, infectious and sharps waste
    - use of personal protective equipment (PPE)
    - use of safety data sheets (SDS)
    - vehicles and mobile equipment
    - working safely around electrical hazards, including wiring, cables and overhead powerlines
- processes and practices for training staff in workplace safety requirements
- strategies for providing workplace participative arrangements:
    - implementing employee performance feedback programs
    - formal and informal meetings of:
        - health and safety representatives
        - health and safety committees
        - other special purpose committees, such as consultative, planning and purchasing
    - company information, staff bulletins and notices
    - suggestions, requests, reports and concerns put forward by employees to management
- strategies for encouraging staff contributions to participative arrangements, including:
    - actively listening to ideas and opinions of staff
    - reinforcing positive behaviours that contribute to a safe workplace
    - sharing opinions, views, skills and knowledge of workplace health and safety
- key requirements of work health and safety (WHS) legislation and regulations, including:
    - dangerous goods codes
    - general duty of care under health and safety legislation and common law provisions relating to health and safety issue resolution
    - legal responsibilities of employers, employees and other parties with legal responsibilities

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  - provisions relating to roles and responsibilities of health and safety representatives and/or health and safety committees
  - regulations and codes of practice, including those relating to hazards present in the workplace or industry
  - maintenance and confidentiality of records of occupational injury and disease
  - provision of health and safety information and training
- procedures for workplace safety inspections and audits.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- materials:
  - computer with internet access
  - health and safety records as listed in the range of conditions
- specifications:
  - company's health and safety policies, procedures and programs
  - plain English guides to legislation and other compliance requirements
- relationships with team members and supervisor:
  - supervisory responsibility for a small team.

Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCMN4008 Read plans, drawings and specifications for residential buildings

Modification History

Release 1.

Replaces superseded equivalent CPPCMN4008A Read and extract information from plans, drawings and specifications for residential buildings.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to read and extract information from different types of plans, building drawings and specifications for residential buildings.

The unit supports workers in the property industry who are required to read and extract routine information from a variety of plans and drawings associated with residential buildings. It applies to real estate agents, property managers, strata managers, Nationwide House Energy Rating Scheme (NatHERS) assessors, home sustainability assessors and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Common

Unit Sector

Property services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Identify and review plans and drawings.	1.1. Main ***types of plans and drawings*** for ***residential buildings*** are identified.
		1.2. Purpose of different types of plans and drawings are identified.
		1.3. ***Key features of each type of plan and drawing*** are identified.
2.	Check amendments to plans and drawings.	2.1. Title panel is checked to verify latest amendment to plans and drawings.
		2.2. Amendments to ***specifications*** are checked to ensure currency of information.
3.	Identify symbols, terms, abbreviations and shading used in plans and drawings.	3.1. Symbols used in plans and drawings are identified.
		3.2. Abbreviations used in plans and drawings are identified.
		3.3. Colouring and shading used in plans and drawings are identified.
		3.4. Building and construction terms used in plans and drawings are identified.
4	Locate and identify key features on a site plan.	4.1. Site is identified from location drawings.
		4.2. True north and building orientation are identified from details provided on site plan.
		4.3. ***Key features of site plan*** are identified.
5	Extract data from plans, drawings and specifications.	5.1. Key building features are identified in relevant plans and drawings.
		5.2. ***Data on key building features*** is extracted from relevant plans, drawings and specifications.
		5.3. Building codes or standards identified in specifications are identified.
		5.4. Key features of products included in specifications are identified.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain current knowledge of types and application of plans, drawings and specifications for residential buildings.
Numeracy skills to:	• convert numerical values and scales shown on plans, drawings and specifications for buildings.
Reading skills to:	• read and interpret information about agency practices, industry conduct standards, and employment conditions.
Writing skills to:	• record information extracted during review.
Technology skills to:	• use computerised databases to locate relevant plans, drawings and specifications for residential buildings.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Types of plans and drawings must include:

- drawings:
  - details
  - elevation
  - ground plans
  - layout drawings
- plans:
  - heritage and conservation overlays
  - landscaping and vegetation
  - locality
  - lot and common property survey plans
  - sites
  - strata plans
  - survey plans
- services drawings:
  - drainage

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- ducts
- piping
- vertical section
- waste disposal
- wiring

- sketches.

Residential buildings must include:

- any building categorised as Class 1, 2, 4 and 10a of the Building Code of Australia or in accordance with jurisdictional requirements.

Key features of each type of plan and drawing must include at least four of the following:

- certification
- compatibility
- construction
- dimensions
- legend
- location
- orientation
- quantities of materials
- scale
- sizes
- types of products or services.

Specifications must include at least two of the following:

- levels and survey information
- material technical data
- materials lists
- performance data
- schedules of quantities
- stress, load and bearing calculations.

Key features of site plan must include:

- access and egress
- common property
- contours and slopes
- drainage lines
- easements
- environmental and heritage overlays
- existing dwellings, buildings or other structures
- location and situation
- major geological and topographical features
- orientation
- paving
- retaining walls
- scale
- service connection points
- set backs

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- stormwater disposal
- trees and other vegetation.

Data on key building features must include:

- common property
- dimensions
- location
- materials
- ratings
- standards.

Unit Mapping Information

CPPCMN4008A Read and extract information from plans, drawings and specifications for residential buildings

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCMN4008 Read plans, drawings and specifications for residential buildings

Modification History

Release 1.

Replaces superseded equivalent CPPCMN4008A Read and extract information from plans, drawings and specifications for residential buildings.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must read and extract information from different types of plans, building drawings and specifications for four different residential buildings.

The person must also source the plans, building drawings and specifications relating to each of the above buildings, and identify the information needed to respond to three routine workplace requests for information on each building.

In doing the above, the person must:

- identify different types of plans and drawings for residential buildings and their functions
- read and interpret plans, drawings and specifications for each residential building, including identifying key features, levels, contours, sections, service entry points, and site features
- check amendments to plans and drawings for each residential building
- identify symbols, terms and abbreviations used in the plans and drawings.

Knowledge Evidence

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

- building drawings, including:
  - drawing perspectives
  - features
  - scale

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  - symbols, terms and abbreviations used
  - types of building drawings and their respective purposes
- plans relevant to residential buildings:
  - heritage and conservation overlays
  - landscaping and vegetation
  - locality
  - lot and common property survey plan
  - sites
  - strata plan
  - survey plan
- key requirements of federal, state or territory building and construction codes, standards and regulations relating to:
  - residential building materials
  - residential building styles.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system to access online databases of residential building plans and drawings
- specifications:
  - plans, drawings and specifications for different styles of residential buildings
  - relevant codes, standards and regulations relating to the construction of residential buildings.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCMN4009 Develop team understanding of and commitment to sustainability

Modification History

Release 1.

Replaces superseded equivalent CPPCMN4009A Develop team understanding of and commitment to sustainability.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to develop and support team members to build their understanding of and commitment to the principles and practices associated with sustainability. The ability to lead and motivate a team and to develop and use coaching, mentoring and learning strategies that bring about organisational and cultural change are required.

The unit supports businesses in adopting sustainable practices and policies that go beyond meeting mandated requirements, to harnessing opportunities. It applies to individuals responsible for leading team members in a business committed to economic, social and environmental sustainability.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Competency Field

Common

Unit Sector

Property services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Support the building of skills to reflect sustainability principles.	1.1. Purpose, benefits and practices of ***sustainability*** are researched and analysed.
		1.2. Government policies and incentives regarding the implementation of sustainable business practices are accessed and reviewed.
		1.3. Current organisational strategies, policies and procedures regarding the implementation of sustainable practices are accessed and reviewed.
		1.4. Information is gathered on existing staff skills, knowledge and behaviours in relation to sustainability, and gaps are identified.
		1.5. Contribution is made to developing and documenting a strategy to build required staff skills, and their understanding of the purpose, benefits and practices of sustainability.
2.	Support the implementation of sustainable practices.	2.1. Organisational goals and objectives relating to sustainability are communicated to staff.
		2.2. Individuals and teams are provided with guidance to establish goals, responsibilities and ***performance indicators*** relating to sustainability.
		2.3. Individuals and teams are supported in enhancing performance and achievement of organisation's goals, including effective implementation of sustainability processes, policies and procedures.
		2.4. Own performance is managed in line with organisational and legal requirements.
3.	Lead the team effectively.	3.1. Updates on the organisation's plans and approach to implementing sustainability processes are communicated to staff using effective and open communication channels.
		3.2. Staff are coached and mentored to develop understanding of sustainability issues and improve the implementation and performance of workplace

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			processes.
		3.3.	Effective strategies to facilitate team growth and increase motivation are developed, trialled and implemented.
		3.4.	Outcomes of sustainability initiatives in the workplace are communicated and effective performance is acknowledged and supported in line with organisational policies and guidelines.
4.	Contribute to staff development needs.	4.1.	Current and future staff development needs relating to sustainability are identified and documented.
		4.2.	Staff members are provided with opportunities to develop skills and knowledge relating to sustainability.
		4.3.	Training and development needs of staff are accounted for in relevant budgets and operational plans.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain current knowledge of sustainability policies and practices used in business.
Numeracy skills to:	• use graphs and statistics to report on business attainment of performance indicators relating to sustainability.
Oral communication skills to:	• respond to complex questions from team members about sustainability policies and practices of the business and performance against sustainability performance indicators.
Reading skills to:	• read and assess reports and papers on building support among team members for organisational sustainability policies.
Writing skills to:	• prepare reports on existing staff skills, knowledge and behaviours in relation to sustainability.
Technology skills to:	• use business technologies to communicate with team members on the outcomes of sustainability initiatives in the workplace.

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Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Sustainability must include:

- economic sustainability, demonstrated by:
  - cost-effective use of resources
  - ensuring costs of 'green' solutions are properly accounted for and recovered
  - growing market share by appealing to socially aware customers
  - purchasing locally to reduce transport costs
  - seeking to participate in government schemes that reward or fund sustainable operations
- social sustainability, demonstrated by:
  - building community involvement
  - communicating benefits of sustainable products and services to customers
  - purchasing locally and using local and community-based products and services
  - using 'fair trade' products
- environmental sustainability, demonstrated by:
  - efficient use of resources
  - eliminating hazardous and toxic materials
  - identifying strategies to offset or mitigate environmental impacts, such as purchasing carbon credits
  - making more efficient use of energy
  - maximising opportunities to re-use and recycle materials
  - preventing and minimising risks and maximising opportunities, such as use of solar or other alternative forms of energy where appropriate
  - purchasing renewable energy
  - reducing emissions of greenhouse gases
  - reducing use of non-renewable resources
  - reducing waste.

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Performance indicators must include at least two of the following:	• benchmarks achieved against external certification process requirements • costs measured against performance targets • level of recycling achieved and reduction of waste • response to marketing and communication strategies • sales achieved measured against performance targets.

Unit Mapping Information

CPPCMN4009A Develop team understanding of and commitment to sustainability

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPCMN4009 Develop team understanding of and commitment to sustainability

Modification History

Release 1.

Replaces superseded equivalent CPPCMN4009A Develop team understanding of and commitment to sustainability.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also lead a team involved in implementing and monitoring a sustainable business practice in an organisation. The sustainable business practice must focus on at least one of the following:

- economic sustainability
- social sustainability
- environmental sustainability
- integrated economic, social and environmental sustainability.

In doing the above, the person must:

- research and identify good sustainability business practices
- support the implementation of sustainability practices, including leading and motivating a team involved in implementing sustainability practices
- develop and use coaching, mentoring and learning strategies that bring about organisational and cultural change in relation to the sustainability focus.

Knowledge Evidence

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

- concepts and models of sustainability
- concepts and models of team leadership
- organisational policies and procedures relating to sustainable practices
- strategies, tools and products to support sustainable practices in the organisation
- adult learning and development principles and processes

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- legislative and regulatory requirements relating to sustainability
- techniques for identifying training needs
- theories of work team motivation.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- specifications:
  - organisational sustainability policies
  - resources explaining and providing examples of sustainable business practices
  - reports from other parties involved in the process of identifying and implementing sustainability practices
- relationship with team members:
  - leading a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCMN4012A Contribute to sustainable solutions throughout a building's life cycle

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to participate in the implementation throughout a building's life cycle of policies and practices that are environmentally responsible and resource efficient.

It covers the skills and knowledge necessary to research and implement policies and practices that address factors, including the use of non-toxic materials, enhancement of internal environmental quality, reduction of waste, efficient use of resources, and inclusion of alternative and renewable energy solutions.

Sustainable practices also relate to the retrofitting of 'green' solutions and the maintenance of buildings.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Application of the Unit

Application of the unit

This unit of competency supports individuals responsible for contributing to the implementation of sustainable solutions.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units

Nil

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Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. **Develop understanding of environmental impact over a building's life**.	1.1 Purpose, benefits and practices of identifying and addressing ***environmental impact*** of a building during its life cycle are explored and used to inform the provision of services to customers. 1.2 Concepts and models of the ***environmental life cycle of buildings*** are explored and used to inform the provision of services to customers. 1.3 ***Range of products and services*** offered to support the sustainable and effective management of a building over its life cycle are reviewed and assessed.
2. Identify and communicate effective environmental solutions.	2.1 Benefits of adopting strategies that contribute to reducing environmental impact over the building's life cycle are analysed and communicated to customers. 2.2 Current products and services offered by the business are reviewed and analysed to identify their benefits and contribution to reducing environmental impacts. 2.3 Advice is sought from team members or related external professionals when services sought by the customer extend beyond current offerings.

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ELEMENT	PERFORMANCE CRITERIA
3. Support implementation of effective environmental solutions.	3.1 Information and advice are provided to customer regarding optimal use and maintenance of the product or service to ensure environmental benefits are maximised. 3.2 Services provided by the business are checked for compliance with legislation and industry best practice to ensure optimum environmental performance. 3.3 Documentation, including 'green' certification and environmental performance ratings, is provided to the customer and its purpose explained.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- analytical skills to:
  - apply suitable sustainable practices
  - analyse risks
- problem-solving skills to identify appropriate sustainable solutions for the customer
- research skills to identify sustainable products, services and trends in sustainability and the environmental impact of buildings
- technical skills relevant to job role
- technology skills to use computer applications
- written and oral communication skills to:
  - communicate clearly and concisely verbally and in writing
  - consult with individuals and work team
  - read and interpret documentation

Required knowledge

- advanced understanding of the principles and practices of sustainability within the construction and property services industries
- concepts and models for building life cycle management
- concepts of risk management planning and processes
- environmental and resource hazards
- industry codes and standards, including Building Code of Australia (BCA)

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REQUIRED SKILLS AND KNOWLEDGE

- industry quality requirements
- organisational policies and procedures related to sustainable practices
- strategies, tools and products to support sustainable practices
- techniques and models for research
- legislative and regulatory requirements relating to environmental standards and OHS

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, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

This unit of competency could be assessed by observing at least two instances of the implementation and monitoring of integrated economic, social and environmental sustainability policies and procedures in an organisation.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of the required skills and knowledge specified in this unit.

In particular the person should demonstrate the ability to:

- identify and communicate the environmental impact of a building over its life cycle, from construction to demolition
- identify the products and services that support improved sustainability
- communicate with customers effectively and develop environmentally effective solutions.

Context of and specific resources for assessment

Assessment of essential underpinning knowledge may be conducted in an off-site context. It is to comply with relevant regulatory or Australian standards' requirements.

Resource implications for assessment include access to:

- relevant legislation, standards and guidelines
- workplace documentation and personnel
- reports from other parties involved in the process of identifying and implementing improvements.

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Method of assessment

Assessment methods must:

- satisfy the endorsed Assessment Guidelines of the Property Services Training Package
- include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application
- reinforce the integration of employability skills with workplace tasks and job roles
- confirm that competency is verified and able to be transferred to other circumstances and environments.

This unit could be assessed on its own or in combination with other units relevant to the job function.

Guidance information for assessment

Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Environmental impact of a building can be reduced by strategies, including:

- efficient use of energy
- efficient use of resources required for construction and maintenance
- elimination or minimisation of hazardous and toxic materials
- minimisation of water use

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- reduced use of non-renewable resources
- re-use and recycling of materials
- use of solar or other alternative forms of energy
- waste reduction.

Environmental life cycle of buildings refers to the impacts of:

- extraction and processing of the raw materials used in construction and the energy intensity used
- construction of the building, including:
  - design to minimise reliance on energy-intensive heating, cooling and lighting
  - efficient use of materials
  - installation of alternative energy sources
  - minimisation of waste
  - use of non-toxic materials
  - use of recycled materials
- maintenance of the building, including:
  - use of non-toxic cleaning and maintenance materials
  - efficient energy and water use
  - recycling and materials re-use
  - efficient waste recycling
- demolition of the building, including:
  - efficient and safe disposal of materials
  - recycling of building materials.

Range of products and services is diverse, will typically be provided by a range of companies, and may include:

- building design services
- cleaning operations services
- construction services
- facilities management services
- supply of energy-efficient building systems
- waste management services.

Unit Sector(s)

Unit sector Common

Competency field

Competency field

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CPPCMN4013B Operate a sustainable business

Modification History

Unit revised and equivalent to CPPCMN4013A Operate a sustainable business

- Minor changes to performance criterion 2.2 and range statement

Unit Descriptor

This unit of competency specifies the outcomes required to, when operating a business, identify and implement products, services and practices that are economically, socially and environmentally sustainable over time.

The ability to monitor operations, implement plans efficiently, and deliver sustainable services, products and practices that meet customer needs is essential.

Application of the Unit

This unit of competency supports individuals responsible for managing the operations of sustainable businesses.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

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.

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Elements and Performance Criteria

1	Seek sustainable business opportunities.	1.1	Trends in consumer expectations and business environment regarding ***sustainability*** are researched and analysed.
		1.2	Developments in sustainable products and services offered within the market are researched and analysed, and their suitability is assessed.
		1.3	Competitors' sustainable offerings and market position are identified and reviewed.
		1.4	Existing and new customers are consulted to explore sustainable business opportunities.
2	Communicate performance requirements and monitor sustainable product and service provision.	2.1	***Performance indicators*** to manage the delivery of products or services are identified and implemented.
		2.2	Required sustainable business outcomes are documented and reports on progress against performance indicators are communicated to ***stakeholders***.
		2.3	Opportunities to gain certification or participate in external benchmarking activities to validate sustainable products, services and practices are identified and responded to in line with operational procedures and authorisation.
		2.4	Compliance with relevant legislative standards and codes is monitored and reported according to requirements.
		2.5	Successful sustainable business strategies and practices are promoted and, where possible, compliance is recognised.
3	Promote a workplace culture that supports	3.1	Policies and procedures are developed and communicated to establish understanding of and commitment to economic, social and environmental

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	sustainable products, services and practices.		sustainability.
		3.2	Coaching and mentoring strategies are used to build the skills and knowledge of contractors and team members with regard to sustainable products, services and practices.
		3.3	Reward and recognition processes are developed to ensure staff commitment to implementing and applying sustainability solutions.
4	Monitor and manage customer satisfaction with sustainability policies, practices, products and services.	4.1	***Mechanisms to monitor client satisfaction*** are designed and used.
		4.2	Effective and timely feedback is provided to staff, contractors and suppliers regarding the efficiency and effectiveness of their service provision.
		4.3	***Strategies to communicate and market*** the benefits of sustainable strategies are planned and implemented.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- change-management skills to respond to new opportunities and implement sustainable business solutions
- decision-making skills to:
  - evaluate and select business opportunities
  - develop communication strategies
  - assess effectiveness of service provision
- language, literacy and numeracy skills to:
  - communicate clearly and concisely verbally and in writing
  - compare benchmarks
  - consult with work group
  - read and interpret documentation, including:
    - environment and energy efficiency requirements
    - resource use
  - report against identified performance indicators

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  - seek and receive feedback
  - source, organise and record information
  - use costing strategies
- lateral and creative thinking to identify new sustainable business opportunities and plan projects
- problem-solving skills to respond to customer service issues
- research skills to:
  - identify policies, practices, products and services that contribute to sustainability
  - analyse and compare their performance
- technology skills to use computer applications

Required knowledge

- concepts and models that address:
  - economic sustainability
  - social sustainability
  - environmental sustainability
- concepts and models of strategic and tactical business planning
- governance and accountability models and processes that inform sustainability practices
- legislation, regulations, codes of practice and industry advisory standards that apply to sustainability
- organisational strategy, policy and procedures to enhance business sustainability
- performance characteristics and benefits of sustainable policies, products, services and processes
- strategies for:
  - continuous improvement
  - effecting outcomes
  - maximising opportunities
  - minimising impacts

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment This unit of competency could be assessed by observing at least two instances of the implementation and monitoring of integrated economic, social and environmental sustainability policies and procedures in an organisation.

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Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of the required skills and knowledge specified in this unit.

In particular the person should demonstrate the ability to:

- identify opportunities for improved sustainability within the business
- build a culture that supports sustainability policies and practices
- implement and monitor the quality delivery of sustainable business operations.

Context of and specific resources for assessment

Assessment of essential underpinning knowledge may be conducted in an off-site context. It is to comply with relevant regulatory or Australian standards' requirements.

Resource implications for assessment include access to:

- relevant legislation, standards and guidelines
- workplace documentation and personnel
- reports from other parties involved in the process of identifying and implementing improvements.

Method of assessment

Assessment methods must:

- satisfy the endorsed Assessment Guidelines of the Property Services Training Package
- include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application
- reinforce the integration of employability skills with workplace tasks and job roles
- confirm that competency is verified and able to be transferred to other circumstances and environments.

This unit could be assessed on its own or in combination with other units relevant to the job function.

Guidance information for assessment

Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed.

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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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Sustainability is broadly defined as having three separate but inter-related components with characteristics, including:

- economic sustainability, demonstrated by:
  - cost-effective use of resources
  - ensuring costs of 'green' solutions are properly accounted for and recovered
  - growing market share by appealing to socially aware customers
  - purchasing locally to reduce transport costs
  - seeking to participate in government schemes that reward or fund sustainable operations
- social sustainability, demonstrated by:
  - building community involvement
  - communicating benefits of sustainable products and services to customers
  - purchasing locally and using local and community-based products and services
  - using 'fair trade' products
- environmental sustainability, demonstrated by:
  - efficient use of resources
  - eliminating hazardous and toxic materials
  - identifying strategies to offset or mitigate environmental impacts, such as purchasing carbon credits
  - making more efficient use of energy
  - maximising opportunities to re-use and recycle materials
  - preventing and minimising risks and maximising opportunities, such as use of solar or other alternative forms of energy where appropriate
  - purchasing renewable energy
  - reducing emissions of greenhouse gases
  - reducing use of non-renewable resources
  - waste reduction.

Performance indicators may include:

- benchmarks achieved against external certification process requirements

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- costs measured against performance targets
- level of:
  - recycling achieved
  - reduction of waste
  - response to marketing and communication strategies
- sales achieved, measured against performance targets.

Stakeholders may include:

- contractors
- customers
- other stakeholders
- staff
- suppliers.

Mechanisms to monitor client satisfaction may include:

- customer satisfaction surveys that may be repeated over time to identify trends
- formal customer debriefings of project and response received to the debriefing
- tracking data to monitor:
  - resolution of problems, including time taken for response and completeness of resolution of issue
  - repeat purchases
- verbal or written feedback provided to sales consultants or staff.

Strategies to communicate and market may include:

- advertising
- brand management
- internet and ‘viral’ marketing
- personal selling
- product placements
- promotions
- public relations
- sponsorships
- word of mouth.

Unit Sector(s)

Common

Custom Content Section

Not applicable.

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CPPCMN5001A Plan for a sustainable business

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to plan sustainable business operations.

The unit covers the skills and knowledge required to develop plans and strategies to ensure a business is successful in addressing factors that lead to economic, social and environmental sustainability.

Planning skills and the ability to review sustainable policies and practices are important. Understanding resourcing implications and the ability to put in place appropriate measures of sustainability outcomes are also essential for success.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Application of the Unit

Application of the unit

This unit of competency supports individuals responsible for managing sustainability planning.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units Nil

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Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. **Inform the development of a plan for sustainability**.	1.1 ***Research*** into the aspects of ***sustainability*** is conducted and analysed. 1.2 Regulations applying to the sustainable operation of the business are identified. 1.3 Procedures for assessing ***compliance*** with sustainability regulations are evaluated. 1.4 Concepts of ***triple bottom line*** planning, budgeting and reporting are reviewed and used to inform the planning process.
2. Review current sustainable business practices.	2.1 Current business planning is reviewed to identify aspects that reflect sustainable practices. 2.2 Sustainable practices and processes are reviewed and measured to assess current performance. 2.3 Alternative solutions for improved and sustainable operations are evaluated.
3. Prepare a business sustainability plan.	3.1 Objectives and performance measures for the business sustainability plan are identified in consultation with organisation's key staff. 3.2 Market conditions and market potential are analysed to inform plan development.

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ELEMENT	PERFORMANCE CRITERIA
	3.3 Research and industry intelligence are collated and analysed to build understanding of customer and community needs and preferences.
	3.4 Competitors' sustainable offerings and market position are identified and reviewed.
	3.5 Costings of proposed strategies are determined and included using standard budgetary processes.
	3.6 Impact of proposed strategies on the community and the reputation of the business is reviewed and considered in the planning process.
	3.7 Environmental impact of the proposed strategies is identified and evaluated to ensure positive outcomes for the business, community and environment.
	3.8 Business sustainability plan is prepared using standard organisational procedures and approved by appropriate senior staff.
4. Plan for implementation.	4.1 ***Performance indicators*** relevant to the monitoring of plan performance are identified.
	4.2 Team members involved in implementation of plan are briefed and ongoing communication channels are established.
	4.3 Timelines and resources to support plan implementation are identified and sourced.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- organisational skills to undertake business and project planning
- change-management skills to respond to new opportunities and implement sustainable business solutions
- decision-making skills to:
  - determine costing and their impact
  - establish performance indicators

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REQUIRED SKILLS AND KNOWLEDGE

- select suitable strategies
- language, literacy and numeracy skills to:
  - communicate clearly and concisely verbally and in writing
  - compare benchmarks
  - consult with work group
  - read and interpret documentation, including:
    - environment and energy efficiency requirements

resource use

  - request information
  - report against identified performance indicators
  - seek and receive feedback
  - source, organise and record information
  - use costing strategies
- lateral and creative thinking to:
  - identify new sustainable business opportunities
  - strategically analyse information
- technology skills to use computer applications

Required knowledge

- concepts and models of sustainability, corporate citizenship, and strategic and business planning
- ethics regarding the impact of business activity on the community and environment
- techniques for financial planning and modelling
- governance and accountability models and processes
- legislation, regulations, codes of practice and industry advisory standards that apply to environmental sustainability
- overarching organisational strategy, policy and procedures
- strategies for:
  - continuous improvement
  - effecting outcomes
  - maximising opportunities
  - minimising impacts

Evidence Guide

EVIDENCE GUIDE

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The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

This unit of competency could be assessed by observing at least two instances of the implementation and monitoring of integrated economic, social and environmental sustainability policies and procedures in an organisation.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of the required skills and knowledge specified in this unit.

In particular the person should demonstrate the ability to:

- research and identify opportunities for improved sustainability within the business
- plan for economic, social and environmental business operations
- establish and monitor performance indicators for sustainable business operations.

Context of and specific resources for assessment

Assessment of essential underpinning knowledge may be conducted in an off-site context. It is to comply with relevant regulatory or Australian standards' requirements.

Resource implications for assessment include access to:

- relevant legislation, standards and guidelines
- workplace documentation and personnel
- reports from other parties involved in the process of identifying and implementing improvements.

Method of assessment

Assessment methods must:

- satisfy the endorsed Assessment Guidelines of the Property Services Training Package
- include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application
- reinforce the integration of employability skills with workplace tasks and job roles
- confirm that competency is verified and able to be transferred to other circumstances and environments.

This unit could be assessed on its own or in combination with other units relevant to the job function.

Guidance information for assessment

Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could

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include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Research data may be sourced from:

- 'think tanks' and research houses
- industry associations
- primary research, such as surveys and focus groups
- publicly available data, such as Australian Bureau of Statistics (ABS)
- regional economic development plans
- secondary research, such as national and international literature searches.

Sustainability is broadly defined as having three separate but inter-related components with characteristics including:

- economic sustainability, demonstrated by:
  - cost-effective use of resources
  - ensuring costs of 'green' solutions are properly accounted for and recovered
  - growing market share by appealing to socially aware customers
  - purchasing locally to reduce transport costs
  - seeking to participate in government schemes that reward or fund sustainable operations
- social sustainability, demonstrated by:
  - building community involvement
  - communicating benefits of sustainable products and services to customers
  - purchasing locally and using local and community-based products and services

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- using 'fair trade' products
- environmental sustainability, demonstrated by:
  - efficient use of resources
  - eliminating hazardous and toxic materials
  - identifying strategies to offset or mitigate environmental impacts, such as purchasing carbon credits
  - making more efficient use of energy
  - maximising opportunities to re-use and recycle materials
  - preventing and minimising risks and maximising opportunities, such as use of solar or other alternative forms of energy where appropriate
  - purchasing renewable energy
  - reducing emissions of greenhouse gases
  - reducing use of non-renewable resources
  - waste reduction.

Compliance includes:

- meeting relevant federal, state or territory, and local government laws, by-laws, regulations and codes of practice
- addressing voluntary industry benchmarking and certification processes.

Triple bottom line refers to:

- methods of planning, monitoring and reporting business operations that measure:
  - financial performance
  - social impact and performance
  - ecological or environmental impact and performance.

Performance indicators may include:

- benchmarks achieved against external certification process requirements
- costs measured against performance targets
- level of:
  - recycling achieved
  - reduction of waste
  - response to marketing and communication strategies
- sales achieved measured against performance targets.

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Unit Sector(s)

Unit sector Common

Competency field

Competency field

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CPPDSM3007 Identify risks and opportunities in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM3007B Identify risks and opportunities in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to identify risks and opportunities in the property industry. It requires the ability to identify key assets and business systems, identify risks associated with asset and system use, and document and report identified risks and opportunities.

The unit supports the work involved in identifying risks and opportunities to maintain effective use of assets and business systems. It applies to all people working in the property industry.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Identify risks and opportunities in relation to assets and business systems.	1.1. Client and organisational assets and business systems to be analysed for risk and opportunities are identified.
		1.2. Potential ***risks*** to and ***opportunities*** for clients and organisation are identified and confirmed with relevant people in line with organisational requirements.
		1.3. Relevant legislative requirements, insurance, codes and standards applicable to use of ***assets*** and ***business systems*** are identified and examined to identify potential risks and opportunities.
		1.4. ***Limitations*** in identifying risks and opportunities are identified and ***specialist advice*** is sought as required.
		1.5. Gaps or breaches in established risk management practices are identified and reported.
2.	Document and report identified risks and opportunities.	2.1. Identified risks and opportunities supported by verifiable evidence are documented in a clear and concise manner and suitable format.
		2.2. Feedback is actively sought to ensure sufficiency and relevance of information in meeting client and organisational requirements.
		2.3. ***Information is securely maintained*** according to legislative and organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Learning skills to:	• maintain current knowledge of routine risk identification and reporting procedures.
Numeracy skills to:	• interpret routine graphical and statistical information on common risks in the property industry.

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Oral communication skills to:	• ask questions to clarify scope of own responsibility with regard to identifying and reporting risks and opportunities.
Reading skills to:	• read and interpret routine workplace documents on own responsibility for identifying and reporting risks to relevant people.
Writing skills to:	• prepare routine documentation, including emails, memos and letters, to report risks and opportunities.
Technology skills to:	• use business technology to access online information about routine risks and opportunities in the property industry.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Risks must include:	• people • performance • premises, plant and equipment • processes • profile or reputation • providers or suppliers.
Opportunities must include at least five of the following:	• adding value • aggregating assets • altering existing property or facility • change in consumer perceptions or tastes • change in use, ownership, appearance and perception of property or facility • changing style of investment • creating something new • identifying a market niche • new or redeveloped property-related product or service • new source of funds.
Assets must include at least three of the following:	• building facilities • buildings • cash • common property • equipment • goodwill • inventory

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	• land • securities • vehicles.
Business systems must include at least three of the following:	• administration • finance • information technology • knowledge management • marketing • sales • trust fund administration.
Securely maintaining information must include:	• using business equipment and technology according to work health and safety (WHS) requirements • maintaining client confidentiality.

Unit Mapping Information

CPPDSM3007B Identify risks and opportunities in the property industry

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM3007 Identify risks and opportunities in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM3007B Identify risks and opportunities in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also identify and document routine risks and opportunities relating to two different assets and two different business systems in a property-related organisation.

In doing the above, the person must:

- identify a range of potential risks and opportunities in key assets and business systems in the above organisation
- identify and report gaps or breaches in established risk management practices
- prepare risk and opportunity findings in a format suitable for presentation and review, using standardised styles and formats.

Knowledge Evidence

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

- client and organisational confidentiality requirements
- insurance policies, codes and operations relating to insurance requirements for assets and business systems
- limitations of own work role, responsibilities and professional abilities in relation to identifying risks and opportunities in the property industry
- mechanisms to obtain and analyse feedback
- methods to identify and prioritise a range of risks and opportunities
- risk management practices in the property industry
- types of assets and business systems in organisations in the property industry.

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Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- specifications:
  - organisational risk management policies and procedures
  - organisational procedures relating to asset and business system use
- relationship with team members and supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM3017 Work in the strata community management sector

Modification History

Release 1.

Replaces superseded non-equivalent CPPDSM3017A Work in the strata community management sector.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to apply foundation knowledge to work effectively and efficiently in the strata community management sector. It covers the basic entry-level functions to enable compliance with legislative, ethical and procedural requirements. It requires the ability to identify the role of strata communities, access information on by-laws relating to those communities, and clarify the roles and duties of strata managers and resident managers.

The unit supports the work of those involved in applying foundation knowledge to work effectively and efficiently in the strata community management sector. It applies to strata managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

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Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Access information on strata.	1.1. ***Legislation relevant to strata communities*** is identified.
	1.2. ***Developments that may exist under strata plans*** and the management issues associated with different types of development are identified.
	1.3. Own interpretation and application of legislation relating to strata communities are confirmed to ensure consistent and accurate understanding.
	1.4. Procedures for use of the strata community's common seal are identified and checked for compliance with legislative requirements.
	1.5. Strata community decision-making processes, including meeting requirements and meeting procedures for lot owners and owners committee, are identified and checked for compliance with legislative requirements.
	1.6. Situations requiring specialist advice are identified and assistance is sought as required.
2. Identify role of the owners committee.	2.1. Membership, role and responsibilities of owners committee are identified and checked for compliance with legislative requirements.
	2.2. Key provisions of code of conduct for owners committees are identified and followed.
	2.3. Process for appointment, operation and powers of owners committee responsible for administering owners corporation is identified and checked for compliance with legislative arrangements.
	2.4. Process and powers of owners committee to raise funds by levying contributions against lot owners are identified and checked for compliance with legislative arrangements.

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		2.5.	Process for removal of owners committee or committee member is identified and checked for compliance with legislative arrangements.
		2.6.	Situations requiring specialist advice are identified and authorised, and assistance is sought as required.
3.	Access information on by-laws for strata communities.	3.1.	By-laws relevant to strata communities are identified, accessed and interpreted to clarify rules that owners and tenants in strata communities must follow.
		3.2.	Process for changing or amending by-laws is identified.
		3.3.	Availability of model by-laws prepared by state or territory governments is determined, and suitability for use or amending for use with strata communities is assessed.
		3.4.	Situations requiring specialist advice are identified and assistance is sought as required.
4	Identify role of strata managers.	4.1.	Role and ***duties of strata manager*** are identified and checked for compliance with legislative requirements and contract with strata community.
		4.2.	Relationship between strata manager and the owners committee is identified.
		4.3.	Roles and duties of strata manager and resident manager are determined and verified with owners committee.
		4.4.	Role and duties of strata manager in facilitating meetings of owners and owners committee are identified and verified with owners committee.

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4.5. Role of strata manager in resolving disputes in strata communities is identified.

4.6. Key provisions of the code of conduct for strata managers are identified and followed in all dealings with the owners corporation, lot owners and other parties.

4.7. Own interpretation of the role of strata managers is confirmed with relevant people to ensure consistent and accurate understanding.

4.8. Own professional development needs in relation to role as strata manager are determined and appropriate sources of continuing professional development are accessed.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• assess personal knowledge of legislation applying to strata communities and identify appropriate sources of professional development • identify and use reliable sources of information to confirm details of duties of strata managers and resident managers.
Numeracy skills to:	• interpret routine numerical and graphical information on levies determined by the owners committee.
Oral communication skills to:	• ask questions to clarify procedures relating to the routine administration of strata communities.

Reading skills to:	• read and interpret:
	  • by-laws for strata communities
	  • industry competency standards
	  • industry code of conduct.

Writing skills to:	• prepare minutes of meetings of owners committees and lot owners.
Technology skills to:	• use business technologies to:

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- access information
- complete standard forms
- lodge electronic documents
- search online databases.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Legislation relevant to strata communities must include:

- Australian Securities and Investments Commission, Australian Competition and Consumer Commission, and Foreign Investment Review Board requirements
- Australian standards
- common law relating to working in the strata community management sector
- consumer protection laws and guidelines
- court and tribunal precedents
- environmental and zoning laws affecting access security, access and property use
- freedom of information
- home building requirements
- licensing requirements
- privacy and confidentiality requirements and laws applying to owners, contractors and tenants
- public health requirements
- quality assurance and certification requirements
- federal, and state or territory legislation and regulations affecting organisational operation, including:
  - anti-discrimination and diversity
  - Acts Interpretation Act
  - environmental issues
  - equal employment opportunity (EEO)
  - electronic transactions
  - industrial relations
  - work health and safety (WHS)
- federal and state taxation requirements
- industry codes of conduct covering areas such as market sector, financial transactions, taxation, environment, construction, land use, native title, zoning, utility use (water, gas and electricity),

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	and contract law • relevant local government policies and regulations • strata, community and company titles • tenancy agreements.
Developments that may exist under strata plans must include:	• agriculture • caravan parks • commercial • hotels • layered schemes • mixed use, such as retail, and/or commercial, and/or residential • residential • resorts • retail • retirement villages • serviced apartments • viticulture.

Duties of strata manager must include:	• arranging payment of all invoices
	• attending to correspondence
	• attending to orders, submissions and appeals
	• ensuring strata community complies with WHS regulations
	• maintaining the strata community register
	• organising and coordinating repairs and maintenance of common property, including following a preventative maintenance program
	• preparing and distributing:
	  • notices, including contribution notices
	  • financial statements and budgets
	  • meeting agendas and minutes
	• providing advice in handling difficult or complex strata issues
	• setting dates for committee meetings, annual general meetings, and extraordinary meetings.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM3017 Work in the strata community management sector

Modification History

Release 1.

Replaces superseded non-equivalent CPPDSM3017A Work in the strata community management sector.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also apply foundation knowledge to work effectively and efficiently in the strata community management sector.

The person must demonstrate this performance by responding to four routine workplace situations, one relating to each of the following aspects of work in the strata community management sector:

- complying with legislative requirements associated with strata communities
- clarifying the role of the owners committee
- accessing and interpreting by-laws for a strata community
- identifying the duties of strata managers.

In doing the above, the person must:

- comply with relevant legislative requirements and confirm own understanding and application with relevant people
- comply with ethical practices and code of conduct, and check own understanding and application with relevant people
- identify the role and duties of lot owners, owners committee, strata manager and resident manager in strata communities
- identify by-laws applying to individual strata communities and the processes involved in changing and amending them
- access and use industry employment and professional development guidelines and benchmarks, and seek assistance from own organisation and statutory organisations to ensure own continuing professional development

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- identify and verify own role and responsibilities and demonstrate an understanding and respect of individual differences in carrying out work tasks.

Knowledge Evidence

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

- code of conduct relating to:
  - owners committees
  - strata managers
- limitations of own work role, responsibilities and professional abilities
- relevant federal, state or territory legislation and local government regulations relating to strata communities, including:
  - Australian Securities and Investments Commission, Australian Competition and Consumer Commission, and Foreign Investment Review Board requirements
  - Australian standards
  - common law relating to working in the strata community management sector
  - consumer protection laws and guidelines
  - court and tribunal precedents
  - environmental and zoning laws affecting access security, access and property use
  - freedom of information
  - home building requirements
  - licensing requirements
  - privacy and confidentiality requirements and laws applying to owners, contractors and tenants
  - public health requirements
  - quality assurance and certification requirements
  - federal, and state or territory legislation and regulations affecting organisational operation, including:
    - anti-discrimination and diversity
    - Acts Interpretation Act
    - environmental issues
    - equal employment opportunity (EEO)
    - electronic transactions
    - industrial relations
    - work health and safety (WHS)
  - federal and state taxation requirements
  - industry codes of conduct covering areas such as market sector, financial transactions, taxation, environment, construction, land use, native title, zoning, utility use (water, gas and electricity), and contract or common law
  - relevant local government policies and regulations
  - strata, community and company titles

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    - tenancy agreements
- social and ethical practices and business standards relevant to strata managers
- strata communities:
    - decision making processes in strata communities
    - distinction between the various strata title types
    - meetings, including:
        - meeting procedures
        - legislative requirements relating to notification and conduct of meetings
    - processes for appointing and managing owners committees
    - role and duties of resident manager
    - role and duties of strata manager
    - role of lot owners
    - role of owners corporation
    - situations in which common seal may be used
    - types of developments under strata plans
- WHS issues and requirements relating to working in the strata community management sector.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
    - computer system with internet access and printer to access legislation, ethical and conduct standards, and policies and procedures
- specifications:
    - strata community by-laws
    - relevant codes, standards and regulations relevant to the strata community management sector
- relationship with team members and supervisor:
    - member of a work team in a strata community management context under supervision of the strata manager.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM3020 Source and extract information from strata plans

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to read and interpret strata plans. It includes sourcing strata plans, extracting information from them, and safely storing and retrieving strata plans.

The unit supports the work of strata managers who are required to source and extract information on strata communities from strata plans. It applies to those involved in managing strata communities, including strata managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

Elements and Performance Criteria

Elements describe the Performance criteria describe the performance needed to

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essential outcomes.		demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Source strata plan.	1.1. Copy of ***strata plan*** and other ***source documents*** are obtained.
		1.2. Sources of information on strata plans are accessed as required according to organisational requirements**.**
2.	Extract information from strata plan.	2.1. ***Administrative information*** on strata plan is extracted from administrative documents.
		2.2. Key features of strata community are correctly identified on ***plan drawing documents***.
		2.3. Features omitted on plans are identified and noted.
3.	Store and retrieve strata plan.	3.1. Strata plan is safely and securely stored according to organisational requirements.
		3.2. Strata plan is accessed and retrieved using business technology.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Learning skills to:	• maintain current knowledge of content and structure of strata plans.
Numeracy skills to:	• perform routine calculations associated with extracting information from strata plans, including scale and area calculations.
Oral communication skills to:	• ask questions to clarify information in strata plans.
Writing skills to:	• make notes relating to features omitted from strata plans.
Technology skills to:	• use business technology to store and retrieve strata plans.

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Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Strata plan must include:

- administration documents
- plan documents:
  - location plan
  - lot plan.

Source documents must include:

- building approvals
- planning approvals
- legislation, including:
  - land titles
  - subdivision.

Administrative information must include:

- administrative information:
  - by-laws
  - name and address for service of notices
  - purpose or type of information
  - schedule of lot entitlement and liabilities
- approvals for the plan:
  - registration
  - surveyor certificate
- signatures
- seals.

Plan drawing documents must include:

- location plan
- lot plan:
  - common property
  - easements
  - encroachments
  - stairs
  - strata lots
  - voids.

Unit Mapping Information

No equivalent unit.

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM3020 Source and extract information from strata plans

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also source strata plans and extract information from them.

The person must demonstrate this performance by correctly sourcing one strata plan, and identifying the information needed to respond to six routine workplace requests for information relating to each of the following features of strata communities:

- common property
- easements
- encroachments
- lot boundaries and areas
- name and address for service of notices
- schedule of unit entitlements and liabilities.

In doing the above, the person must:

- identify the correct strata plan
- extract the information required from the strata plan
- retrieve and store the strata plan.

Knowledge Evidence

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

- codes, standards, legislation and regulations relating to strata plans
- definition and types of common property
- contents and structure of strata plans

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- location plans, including:
  - purpose
  - content
  - abbreviations, symbols and shading
  - scale
  - orientation
- lot entitlements and liabilities
- lot plans, including:
  - purpose
  - content
  - abbreviations, symbols and shading
  - techniques for locating lots
  - scale
  - orientation
  - easements
  - encroachments
- sources of information on strata plans
- terms, symbols, abbreviations and shading used in strata plans.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- specifications:
  - strata plans
  - organisational policies and procedures on strata plans
  - strata community to verify information on strata plan
  - relevant codes, standards, legislation and regulations relating to strata plans
- relationships with team members and supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM3021 Collect and process information relevant to strata communities

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to gather and organise information relevant to strata community management in a format that is suitable for decision making. It requires the ability to review information requirements and obtain information from a variety of sources.

The unit supports the work of administrative staff involved in strata community management who are engaged in gathering and organising information on strata communities in a format suitable for decision making. It applies to strata managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Identify and collect information relevant to strata community management.	1.1. ***Information*** requirements in relation to strata community are specified.
		1.2. Information sources are identified and accessed.
		1.3. Information is collected according to ***organisational requirements***.
2.	Organise and assess information.	2.1. Information is collated and organised in a suitable format to allow analysis and decision making.
		2.2. Information is assessed for relevance, accuracy, and consistency with organisational reporting requirements.
		2.3. Information is recorded, stored and retrieved using suitable business equipment and technology, and in line with client privacy and confidentiality requirements.
3.	Review information needs.	3.1. Information is reviewed in consultation with strata community to confirm its sufficiency.
		3.2. Gaps in data are identified and addressed, where necessary.
		3.3. Information database is maintained according to own role and responsibility.
		3.4. Feedback on future information needs is obtained and incorporated into existing information collection and reporting processes.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**

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Learning skills to:	• maintain current knowledge of sources of information on routine matters relating to the operation of strata community schemes.
Numeracy skills to:	• process and present numerical and statistical information in response to requests for routine information relating to the operation of strata community schemes.
Oral communication skills to:	• ask questions to clarify information requirements.
Reading skills to:	• read and extract information from routine workplace documents relating to the operation of strata community schemes.
Writing skills to:	• prepare routine correspondence, including emails, electronic messaging and letters, relating to the operation of strata community schemes.
Technology skills to:	• access the internet and web pages and search online databases • prepare and complete online forms • lodge electronic documents.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Information must include:

- strata community:
  - by-laws
  - fees and levies
  - functions
  - insurance
  - management of disputes
  - meetings
  - obligations of owners and tenants
  - operation
  - powers
  - public liability
  - repairs and maintenance
  - scope of decision making
- property characteristics:
  - accessibility for people with disabilities
  - common property
  - energy costs

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- energy efficiency
- lot boundaries
- safety

- strata community management company services
- strata community management legislation and regulations.

Organisational requirements must include collecting information:

- in an efficient manner
- using suitable business equipment and technology
- in line with time and resource constraints
- with due regard to privacy and confidentiality requirements.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM3021 Collect and process information relevant to strata communities

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also gather and organise information relevant to strata community management in a format that is suitable for decision making.

The person must demonstrate this performance by correctly gathering and organising the information needed to respond to five routine requests for information in relation to the operation of a strata community scheme. Each request for information must address a different strata community management topic from the following:

- operations and functions of a strata community
- by-laws
- characteristics of the property
- strata community management company services
- strata community legislation and regulations.

In doing the above, the person must:

- determine information requirements and provide information to meet identified and defined purposes
- identify and address gaps in collected data
- apply organisational practices, ethical standards and legislative requirements associated with gathering and organising property information in a format suitable for decision making
- source, organise and use information in compliance with applicable industry and legal requirements
- use consultative processes to review, maintain and improve existing information collection and reporting processes.

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Knowledge Evidence

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

- data security and safe record-keeping practices
- internal and external sources of information relating to managing strata community schemes
- organisational policies and procedures relating to collecting and using information, including privacy and confidentiality
- organisational record-keeping and filing systems
- procedures for using office equipment and technology
- key requirements of federal, state or territory legislation and local government regulations relating to:
  - managing strata community schemes
  - roles of strata managers
- software applications used to access, store and retrieve data
- types of information management systems used in strata community management.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system to access online databases and other electronic data and information sources
- specifications:
  - relevant codes, standards, legislation and regulations relating to strata communities
  - documentation relating to strata management schemes, including by-laws, and minutes of meetings
- relationship with team members and supervisor:
  - work is performed under supervision of a strata manager
- timeframe:
  - information request is responded to within organisational timeframes.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM4009 Interpret legislation to complete work in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4009B Interpret legislation to complete agency work.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to source and interpret legislation affecting operations in the property industry. It includes identifying and applying statutory interpretation techniques, identifying and tracking changes to relevant property industry legislation and industry codes of conduct, and maintaining appropriate records.

The unit supports the work of professionals in the property industry, including licensed real estate and stock and station agents, strata managers and their authorised representatives, with regard to identifying, interpreting and applying legislation and industry codes of conduct affecting property operations.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Identify legal principles and legislative requirements affecting property operations.	1.1. ***Legal framework*** in which property organisations operate is identified.
		1.2. ***Components of statute law*** and their relationships are identified with respect to their application to practice in the property industry.
		1.3. Source documents for legislation and regulations relating to provision of property services are identified and accessed.
2.	Interpret legislative requirements affecting property operations.	2.1. ***Structure of property legislation and regulations*** are identified.
		2.2. ***Common interpretation problems*** with property legislation and regulations are identified.
		2.3. ***Rules and techniques for interpreting property legislation and regulations*** are identified and applied.
3.	Identify changes to legislation and regulations affecting agency or organisation operations.	3.1. ***Processes*** that lead to changes in property legislation and regulations are identified.
		3.2. ***Source documents*** for amendment legislation relevant to the provision of agency or organisation services are identified and accessed.
		3.3. ***Techniques for tracking amendments*** to property legislation and regulations are identified and applied.
		3.4. Implications of changes to legislative and regulatory requirements are identified and addressed in line with agency or organisation practice.
		3.5. Strategies for identifying amendments to legislation and regulations are implemented.
		3.6. Changes to legislative and regulatory requirements are communicated to ***appropriate people***.
4.	Comply with relevant industry	4.1. ***Industry codes of conduct*** are sourced and accessed.
		4.2. Relationship between industry codes of conduct and

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	codes.		legislative requirements are identified.
		4.3.	Key principles and responsibilities of industry codes of conduct are interpreted and applied to own work.
		4.4.	Commitment to complying with industry codes of conduct is demonstrated through own ethical behaviour.
5.	Maintain records of legislation and industry codes.	5.1.	Agency or organisation processes for maintaining records of changes to legislation and industry codes are identified.
		5.2.	***Records*** of changes to legislation and industry codes are maintained.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain current knowledge of legislative requirements and amendments affecting work in the property industry.
Oral communication skills to:	• ask questions to clarify legislative requirements affecting operations relating to the sale, lease and management of residential property.
Reading skills to:	• read and extract information from legislation, regulations and code of conduct.
Writing skills to:	• prepare briefing notes, reports and letters to communicate with other industry professionals about changes to legislation, regulations and code of conduct affecting operations in the property industry.
Technology skills to:	• use business technology to access complex online databases and other sources of information on legislation relevant to the property industry.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

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Legal framework must include:	• common law • contract law • equity law • statute law.

Components of statute law must include:	• principal legislation, such as Acts
	• subordinate legislation, such as:
	  • approvals
	  • determinations
	  • mandatory and non-mandatory administrative guidelines
	  • orders
	• regulations.

Structure of property legislation and regulations must include:	• endnotes, including:
	  • explanatory notes
	  • index
	  • table of amendments
	• section headings, margin notes and clause notes
	• parts, sections, subsections, paragraphs, regulations, sub-regulations and clauses
	• types of provisions, including:
	  • approvals
	  • deeming provisions
	  • definitions and interpretations
	  • general penalties
	  • objectives
	  • offences
	• prescribed arrangements relating to regulations and orders.

Common interpretation problems must include:	• ambiguous words • broad phrases • need for words to be implied • printing and drafting errors • unforeseen developments, such as changes in technology or practice.

Rules and techniques for interpreting property legislation and regulations must include:	• aids to interpreting legislation, including:
	  • external: interpretations of legislation, Acts, Hansard/parliamentary papers, legal dictionaries and previous judicial interpretations
	  • internal: objectives, legislation to be accessed as a whole, definitions and interpretation sections in legislation, headings, and margin notes
	• language conventions and expressions, including:
	  • and, or

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- gender
- hierarchy
- includes
- may, should and must

- reading rules, including:
  - context
  - golden
  - literal
  - mischief
  - purposive
- express mention of one thing to the exclusion of another
- words interpreted through their connection with other words
- words with the same meaning.

Processes must include:

- government agency approval
- governor approval
- minister approval
- parliament.

Source documents must include:

- amendment Acts
- amendment regulations
- Bills
- consolidated or reprinted Acts.

Techniques for tracking amendments must include:

- government and industry newsletters and information sessions
- use of margin notes and tables of amendments.

Appropriate people must include:

- agency or organisation principal
- authorised representatives
- bookkeepers, accountants and auditors
- licensed real estate agents
- property managers
- sales people.

Industry codes of conduct must address at least two of the following:

- ethical behaviour
- general business operations
- property sales and management
- strata community management.

Records must include at least two of the following:

- agency administration
- property management
- property sales
- strata scheme administration.

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Unit Mapping Information

CPPDSM4009B Interpret legislation to complete agency work

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM4009 Interpret legislation to complete work in the property industry

Modification History

Not applicable.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also source and interpret legislation affecting operations in the property industry.

The person must demonstrate this performance by sourcing and documenting the latest legislative requirements for three aspects of property operations in either the real estate, stock and station agency, or strata community management sector; and communicating this information in an accessible manner to those engaged in agency or organisation operations.

In doing the above, the person must:

- apply rules and techniques to interpret legislative provisions affecting operations in the property industry
- apply techniques to track amendments to legislation in a timely manner
- apply strategies to communicate legislative requirements and amendments to appropriate people in the agency or organisation in a timely manner
- identify changes to legislation and industry codes of conduct affecting agency or organisation operations
- apply general principles of legislation, regulations and industry codes of conduct affecting operations in the property industry
- maintain accurate and up-to-date records of legislation and industry codes of conduct.

Knowledge Evidence

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

- codes of conduct relating to property industry operations
- common problems associated with interpreting legislation
- principles and purpose of legislation
- key requirements of federal, and state or territory legislation and local government regulations relating to the property industry:
  - anti-discrimination and equal employment opportunity

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- consumer protection and trade practices
- employment and industrial relations
- environment and sustainability
- financial services
- leases
- privacy
- property sales and management
- strata community management
- work health and safety (WHS).

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email, printing facilities, and online access to relevant legislative databases
- specifications:
  - agency or organisation policies and procedures for storing and retrieving documents
  - guidelines for interpreting property legislation and regulations, and tracking amendments to legislation
  - legislation, regulations and codes of conduct relevant to property industry operations
- relationship with team members and supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM4027 Analyse resource use in building operations

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4027A Analyse resource use in building operations.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to analyse requirements for resources used in building operations. It covers the processes required to analyse current resource requirements and advise on future resource needs. It requires the ability to identify work health and safety (WHS) hazards and apply appropriate risk-management processes.

The unit supports workers in the property industry who are required to analyse resource requirements for buildings. It applies to real estate agents, property managers, strata managers, home sustainability assessors, and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

Elements and Performance Criteria

Elements describe the	Performance criteria describe the performance needed to

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essential outcomes.		demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Check and monitor store of resources.	1.1. ***Stores*** are monitored routinely and checked to ensure availability of required resources using business equipment and technology.
		1.2. Variances in supply requirements are identified and documented.
		1.3. Stores records are routinely updated to ensure safe and effective use of materials.
		1.4. Advice is provided on ways to improve the use and control of stores.
2.	Undertake routine building function checks.	2.1. ***Routine building inspections*** are conducted.
		2.2. Maintenance and repair requirements are identified and documented according to applicable WHS and organisational requirements.
		2.3. Maintenance and repair requirements are actioned within scope of own responsibility.
		2.4. Breaches of building controls are identified and reported.
		2.5. Recommendations to improve compliance with building tenancy and practice codes are prepared.
3.	Monitor waste collection and disposal arrangements.	3.1. Sorting of waste is arranged and monitored according to legislative requirements and WHS procedures.
		3.2. Arrangements for hazardous waste to be collected and stored are assessed and where necessary variations to accepted procedures are identified.
		3.3. Risks to health and safety of self and others are identified and reported.
		3.4. Waste storage and disposal procedures are checked and monitored to ensure risk to others and own health and safety is minimised.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain current knowledge of property inspection procedures.
Numeracy skills to:	• interpret graphical and statistical data on resource use in buildings.
Oral communication skills to:	• ask questions to verify availability of resource stores.
Reading skills to:	• access and interpret text on labels to identify dangerous goods.
Writing skills to:	• prepare summaries and take notes on building maintenance and repair items.
Technology skills to:	• access online sources of information on building controls.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Stores must include at least one of the following:	• chemical items • mechanical items • tools and equipment.
Routine building inspections must include at least four of the following:	• access • building services • common areas • dangerous goods • emergency equipment • hazardous materials • hazards and risks • health and amenity • energy use • safety • security • waste • water.

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Unit Mapping Information

CPPDSM4027A Analyse resource use in building operations

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM4027 Analyse resource use in building operations

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4027A Analyse resource use in building operations.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also analyse requirements for resources used in building operations as follows:

- check and monitor the use of resource stores, such as chemical and mechanical items, in the operation of one building and report on usage over a three-month period
- undertake a routine building function check and present findings, including recommendations for action to the manager of facility or owners corporation
- monitor waste collection and disposal arrangements for above building, and present findings and recommendations for action.

In doing the above, the person must:

- identify and address breaches of building controls
- apply knowledge of agency practices, ethical standards, and legislative requirements associated with analysing requirements for resources used in building operations
- maintain and update inventory records during check and monitoring
- monitor waste collection and disposal arrangements.

Knowledge Evidence

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

- type and operation of building controls
- types, purpose of, and procedures for building function checks
- property contracts and administrative requirements
- building codes and Australian standards relating to access, dangerous goods storage, emergency equipment, hazards and risks

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- common hazards to public and personal safety in building operations
- points of contact with emergency service agencies
- procedures for checking and monitoring use of stores
- key requirements of federal, state or territory legislation and local government regulations relating to:
  - consumer protection
  - environmental issues
  - work health and safety (WHS)
- waste collection and disposal arrangements, including type, frequency, recycling and reuse options.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- materials:
  - software applications used to organise and analyse data
- specifications:
  - building function checklists
  - policies and procedures for collecting and analysing information on resource use in building operations
- relationship with team members and supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM4028 Identify and analyse risks and opportunities in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4028A Identify and analyse risks and opportunities in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to identify and analyse potential threats and opportunities to ensure safe and effective property operations. It requires the ability to assess property systems and assets to determine the level of risk exposure and identify areas of opportunity for property operations.

The unit supports workers in the property industry involved in identifying and analysing potential threats and opportunities to ensure safe and effective property operations. It applies to real estate agents, property managers, strata managers, Nationwide House Energy Rating Scheme (NatHERS) assessors, home sustainability assessors and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Identify risks and opportunities.	1.1. Information on actual and potential ***risks*** and ***opportunities*** is collected and assessed for currency, accuracy and relevance.
		1.2. Structured plan for identifying and assessing likelihood of risk and opportunity is developed.
		1.3. Limitations in identifying and assessing risks and opportunities are recognised, and assistance is sought as required.
2.	Analyse risks and opportunities.	2.1. Identified risks and opportunities are analysed for validity and reliability.
		2.2. Assessment criteria for measuring level of potential or existing risk or opportunity, together with an assessment of consequences, are developed according to terms of reference.
		2.3. Gaps in assessment methodology are identified and appropriate actions implemented.
		2.4. Valid and relevant data is analysed against assessment criteria to determine level of potential risk or opportunity.
3.	Document findings.	3.1. Risk and opportunity assessment findings are documented.
		3.2. Feedback on findings is actively sought to ensure accuracy and relevance of information.
		3.3. Findings are updated as required and incorporated into risk and opportunity assessment plan for future management decision making.
		3.4. Information is securely maintained with due regard to confidentiality.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain current knowledge of routine risk identification and reporting procedures.
Numeracy skills to:	• interpret routine graphical and statistical information to analyse occurrence of risks in the property industry.
Oral communication skills to:	• ask questions to clarify scope of own responsibility with regard to identifying and reporting risks and opportunities.
Reading skills to:	• read and interpret routine workplace documents on own responsibility for identifying and reporting risks.
Writing skills to:	• prepare routine documentation, including emails, memos and letters, to report risks and opportunities.
Technology skills to:	• use business technology to access online information about routine risks and opportunities in the property industry.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Risks must include at least three of the following:	• deliberate, natural, accidental or perceived risks • industry special risks • loss of goodwill, reputation or credibility • loss of profits • loss, disclosure, destruction or compromise of asset • equipment malfunction • work health and safety (WHS) • public liability • trade practices issues.
Opportunities must include at least four of the following:	• adding value • aggregation of assets • altering existing property or facility • change in use, ownership, appearance and perception of property or facility • changing style of investment

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- creating something new
- use of bankers and financiers.

Unit Mapping Information

CPPDSM4028A Identify and analyse risks and opportunities in the property industry

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM4028 Identify and analyse risks and opportunities in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4028A Identify and analyse risks and opportunities in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also identify and analyse potential risks and opportunities to ensure safe and effective property operations.

The person must demonstrate this performance by identifying and analysing three potential risks and three potential opportunities relating to the operations of one property-related organisation. The findings of this work must be documented in a form suitable for presentation to senior managers in the organisation.

In doing the above, the person must:

- assess level of potential risk or opportunity against agreed assessment criteria
- establish terms of reference and develop effective action plan and structure for analysis and assessment
- apply knowledge of organisation’s practices, ethical standards, and legislative requirements associated with identifying and analysing potential risks and opportunities to ensure safe and effective property operations
- obtain information from a range of sources and consultative processes to ensure accurate understanding of operating environment
- review and prepare findings relating to risks and opportunities in a format suitable for presentation.

Knowledge Evidence

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

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- client and organisational confidentiality requirements
- concept of litigation
- insurance policies, codes and operations
- mechanisms to obtain and analyse feedback on findings of risk and opportunity analysis
- principles and techniques for identifying and measuring risks and opportunities
- key requirements of federal, state or territory legislation and local government regulations relating to:
  - anti-discrimination
  - consumer protection
  - environmental issues
  - equal employment opportunity (EEO)
  - financial probity
  - franchise and business structures
  - industrial relations
  - work health and safety (WHS)
  - property sales, leasing and management
- property industry code of conduct and professional standards
- risk and opportunity assessment techniques and processes.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- specifications:
  - organisation’s policies and procedures for identifying and assessing risks
  - procedures for identifying and analysing risks and opportunities
- relationship with team members and supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM4031 Arrange lease of space

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4031A Arrange lease of space.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to arrange and formalise lease arrangements for the use of space. It requires the ability to determine lease requirements, coordinate lease documentation, and formalise and review lease processes.

The unit supports workers in the property industry who are involved in arranging and formalising lease arrangements for the use of space. It applies to real estate agents, property managers, strata managers and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised

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text is used, further information is detailed in the range of conditions.

1.	Establish lease requirements.	1.1. ***Space*** lease requirements are determined.
		1.2. ***Client needs*** are confirmed and clarified using appropriate interpersonal techniques.
		1.3. Lease terms and conditions are identified.
		1.4. Retention strategies are devised and marketed to selected tenants.
		1.5. Situations requiring specialist advice are identified and assistance is sought as required.
2.	Arrange lease agreement.	2.1. ***Lease agreement*** is arranged.
		2.2. Accurate and relevant exchange of information with legal advisers is facilitated using appropriate interpersonal techniques.
		2.3. Lease documentation is reviewed to ensure it is accurate and meets client, legal and organisational requirements.
		2.4. Necessary amendments to documents are arranged prior to lease execution.
3.	Formalise lease arrangements.	3.1. Lease arrangements are implemented and standard lease documentation is completed.
		3.2. Lease documentation is stamped and registered.
		3.3. Copies of lease contracts are distributed to contracting parties to confirm respective obligations.
		3.4. Agents are appointed to facilitate completion of leasing arrangements.
		3.5. Lease records and relevant information are securely stored.
4.	Review lease arrangements.	4.1. Lease arrangements and documentation are reviewed.
		4.2. Variations to lease requirements are identified and negotiated with contracting parties, and amendments are made according to client, legislative and organisational requirements.
		4.3. Lease arrangements are monitored.

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4.4. Business equipment and technology are used to maintain and securely store relevant documentation.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain current knowledge of leasing procedures.
Numeracy skills to:	• perform routine calculations associated with preparing lease documentation.
Oral communication skills to:	• ask questions to clarify space requirements with potential tenants.
Reading skills to:	• read and interpret standard lease documentation.
Technology skills to:	• use business technology to prepare, store and retrieve lease documentation.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Space must include at least one of the following:	• buildings • car parking • facilities • land • lettable areas • properties.
Client needs must include at least two of the following:	• developing fit-out guidelines for builders • facilitating transaction by separately meeting with fit-out and legal advisers • managing fit-outs to preserve building services • observing building rules.
Lease agreements must	• acceptance and consideration • agreement to lease

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include:

- building rules
- existing partitioned space
- fit-outs
- heads of agreement
- lessee and lessor obligations
- letters of intent
- negotiations containing offers.

Unit Mapping Information

CPPDSM4031A Arrange lease of space

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM4031 Arrange lease of space

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4031A Arrange lease of space.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also arrange and formalise a lease for the use of three of the following different spaces:

- building
- car park
- facility
- land
- lettable area
- property.

For each of the above spaces, the person must:

- determine requirements for lease of space through an accurate assessment of client needs and identification of lease terms and conditions
- devise and market retention strategies to selected tenants
- implement lease arrangements, including appointing an agent to facilitate the completion of lease arrangements
- apply knowledge of organisation’s practices, ethical standards and legislative requirements associated with the lease of space
- monitor lease arrangements against lease agreement requirements, and safely and securely maintain associated documentation
- organise the preparation of lease documentation, reviewing it for accuracy and arranging necessary amendments.

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Knowledge Evidence

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

- common lease terms and conditions
- contract law applied to property leasing
- government duties and taxes as applied to lease documentation
- legal operations for lease preparation
- limitations of own work role, responsibilities and professional abilities
- organisational and professional procedures, ethical practices, and business standards relating to arranging leases
- key requirements of federal, state or territory legislation and local government regulations relating to:
  - anti-discrimination
  - consumer protection
  - environmental issues
  - equal employment opportunity (EEO)
  - financial probity
  - privacy
  - property sales, leasing and management
  - work health and safety (WHS)
- types of property leases
- WHS issues and requirements relating to arranging lease of spaces.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- specifications:
  - organisational leasing policies and procedures
  - organisational tenant retention strategies
  - standard leasing documentation
- physical conditions:
  - spaces to lease and associated client requirements
  - potential tenants
- relationship with team members and supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the *Standards for Registered Training Organisations* (RTOs) current at the time of assessment.

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM4034 Negotiate and implement strata community management agreement

Modification History

Release 1.

Replaces superseded by non-equivalent CPPDSM4034A Negotiate and implement strata community management agreement.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to effectively assess and implement a strata community management agreement. It requires the ability to negotiate the implementation of the agreement, and monitor and review the implementation process.

This unit of competency applies to those involved in assessing and implementing strata community management agreements. It applies to strata managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

Elements and Performance Criteria

Elements describe the Performance criteria describe the performance needed to

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essential outcomes.	demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Determine functions and obligations of strata manager.	1.1. Legislative, ethical and procedural requirements relevant to strata community management services are identified.
	1.2. Fiduciary duties are identified and disclosed in strata community management agreement.
	1.3. Procedures for appointing and terminating the manager are identified and disclosed in strata community management agreement.
	1.4. Registration or licencing requirements with appropriate authorities are identified and complied with.
	1.5. ***Record management systems*** are maintained.
	1.6. Execution procedures for strata community management agreement are identified.
2. Determine functions and obligations of the strata community.	2.1. Owners' responsibilities and accountabilities are identified and disclosed in strata community management agreement.
	2.2. Fiduciary duties of strata community and its owners committee are identified and disclosed.
3. Negotiate strata community management agreement requirements.	3.1. Functions and obligations of strata managers and owners are detailed in strata community management agreement.
	3.2. Owners' responsibilities, management fees and services are negotiated and agreed.
	3.3. Additional services are agreed according to strata community management agreement and budget allocations.
	3.4. Conflicts of interest are identified and disclosed.
	3.5. Strata community management agreement is reviewed to establish obligations, service and termination requirements.
	3.6. Delegations are identified.
4 Implement strata community	4.1. Strata community management agreement is agreed and entered in to according to legislative requirements.

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	management agreement.	4.2.	Record management system is maintained in relation to agreement.
		4.3.	Obligations of strata manager and strata community are monitored and complied with.
5.	Review and report on operation of strata community management agreement.	5.1.	Agreement implementation processes and outcomes are reviewed.
		5.2.	Recommendations for improving processes are identified.
		5.3.	Report on implementation of strata community management agreement is prepared and distributed to strata community.
		5.4.	Strata community management agreement is revised to take into account review outcomes.
6	Terminate strata community management agreement.	6.1.	Legislative, contractual, ethical and procedural requirements relating to terminating strata community management agreement are identified.
		6.2.	Procedures for handing over strata community records to new manager or owners committee are identified and implemented.
		6.3.	Procedures for transfer of strata community funds to new manager or owners committee are identified and implemented.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain current knowledge of strata community management procedures.
Oral communication skills to:	• ask questions to clarify client service requirements relating to the implementation of strata community management agreement.
Reading skills to:	• read and interpret complex business documentation, including strata community management agreements.

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Writing skills to:	• prepare complex written reports to strata community.
Technology skills to:	• use business technology to prepare, store and retrieve strata community management agreement documentation.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Record management systems must include at least five of the following:

- administrative and sinking funds
- ballots
- bookkeeping accounts
- budgets
- building maintenance reports
- by-laws
- contracts and agreements
- correspondence
- disclosures
- fee for service
- income tax returns
- insurance
- investments
- leases and licences
- levies
- maintenance plans
- meeting management
- notices and orders served on owners committee
- register of owners
- renewal dates of contracts
- repairs
- valuations.

Unit Mapping Information

No equivalent unit.

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM4034 Negotiate and implement strata community management agreement

Modification History

Release 1.

Replaces superseded by non-equivalent CPPDSM4034A Negotiate and implement strata community management agreement.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also:

- negotiate one strata community management agreement
- implement one strata community management agreement
- review one strata community management agreement
- terminate one strata community management agreement.

In doing the above, the person must:

- establish and negotiate strata community management agreement requirements
- implement and monitor a management agreement for a strata community
- apply knowledge of organisation’s practices, ethical standards and legislative requirements associated with implementing strata community management agreements
- maintain records associated with above work
- review and report on agreement implementation processes and outcomes.

Knowledge Evidence

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

- administration of property strata plans
- business law relating to contracts and property management
- financial management in relation to budgeting and bookkeeping
- limitations of own work role, responsibilities and professional abilities
- management of administration and sinking funds

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- work health and safety (WHS) issues and requirements
- organisational and professional procedures relating to strata community management agreements
- social and ethical practices and business standards relating to strata community management agreements
- key requirements of federal, state or territory legislation and local government regulations relating to:
  - anti-discrimination
  - consumer protection
  - environmental issues
  - equal employment opportunity (EEO)
  - financial probity
  - franchise and business structures
  - industrial relations
  - privacy
  - strata community
  - WHS
- risk management processes and procedures relating to strata community management agreements, including required insurances
- use and application of statutory forms in strata community management.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- specifications:
  - organisational policies and procedures for establishing and implementing management agreements for strata communities
  - management agreement for a strata community
  - source documentation or access to source documentation relating to management of a strata community
- physical conditions:
  - access to a strata community
- relationship with team members and supervisor:
  - member of a work team involved in managing a strata community.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the *Standards for Registered Training Organisations* (RTOs) current at the time of assessment.

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM4040 Contribute to asset life cycle maintenance strategy

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4040A Contribute to life cycle maintenance strategy.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to determine maintenance strategies that contribute to life cycle management of assets. It requires the ability to identify maintenance requirements.

The unit supports workers in the property industry who are involved in determining maintenance strategies that contribute to life cycle management of assets. It applies to real estate agents, property managers, strata managers and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

Elements and Performance Criteria

Elements describe the	Performance criteria describe the performance needed to

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essential outcomes.	demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Identify asset requirements.	1.1. ***Assets*** are identified and relevant documentation is obtained and analysed to establish asset ***evaluation parameters***.
	1.2. Consultation is undertaken with relevant people to obtain information using appropriate interpersonal techniques.
	1.3. Source documents are accessed and reviewed to ensure information is valid and reliable.
	1.4. Asset characteristics are assessed and documented in a ***maintenance strategy***.
2. Recommend maintenance strategy.	2.1. Information on asset performance is gathered and analysed against industry benchmarks.
	2.2. Asset performance is established and appropriate maintenance methods and schedules are documented.
	2.3. ***Strategic prioritisation*** is undertaken to identify risks, anticipate future maintenance requirements, and identify opportunities to improve quality or cost efficiency of asset.
	2.4. Limitations in providing objective client advice are recognised and specialist advice is sought as required.
	2.5. Cost-effective solutions regarding ***asset life cycle*** are presented to relevant people in required format, style and structure.
3. Monitor and report on maintenance strategy.	3.1. Asset life cycle maintenance strategy is monitored and evaluated to ensure it is effective.
	3.2. Feedback is used to identify and develop future strategies to improve life cycle maintenance.
	3.3. Business equipment and technology are used to complete and process relevant documentation.
	3.4. Asset information is securely maintained with due regard to client confidentiality.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain current knowledge of asset life cycle maintenance strategies.
Numeracy skills to:	• analyse complex statistical and graphical information on asset life cycle performance indicators.
Oral communication skills to:	• ask questions to clarify information provided by specialist advisers on asset maintenance strategies.
Reading skills to:	• read and interpret complex reports on asset maintenance requirements.
Writing skills to:	• prepare written reports on asset maintenance requirements.
Technology skills to:	• use business technology to prepare written reports for asset owners on asset maintenance requirements.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Assets must include at least two of the following:	• building • equipment • furniture • land • facility • vehicle.
Evaluation parameters must include:	• financial performance • functionality • physical condition • utilisation.
Maintenance strategy must include at least four of the following:	• asset replacement strategies • emergency lighting and security • energy efficiency strategies • housekeeping • painting, cleaning and waste disposal • pest control

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	• plumbing and electrical.
Strategic prioritisation must include at least two of the following:	• effect of not maintaining an asset • future usage plans for the asset • how long particular asset will be required to be in operation • owner or manager-specific requirements for aesthetics • risks associated with current condition • risks associated with not maintaining a particular asset • serviceability requirements of the asset.
Asset life cycle must include:	• acquisition • disposal • maintenance • operation • planning for and establishing a new asset • replacement.

Unit Mapping Information

CPPDSM4040A Contribute to life cycle maintenance strategy

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM4040 Contribute to asset life cycle maintenance strategy

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4040A Contribute to life cycle maintenance strategy.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also determine maintenance strategies that contribute to life cycle maintenance of assets.

The person must demonstrate this performance by determining and monitoring a maintenance strategy for two of the following different types of assets:

- buildings
- common property
- equipment
- furniture
- land
- facilities
- vehicles.

In doing the above, the person must:

- determine asset system requirements through consultation and analysis of business and operational plans
- determine asset performance needs using industry benchmarks and consideration of risk
- identify performance of assets and incorporate life cycle strategies into maintenance plans
- apply knowledge of organisation’s practices, ethical standards and legislative requirements associated with determining maintenance strategies that contribute to life cycle management of assets

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- monitor asset life cycle strategies by obtaining feedback and using sound evaluation techniques.

Knowledge Evidence

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

- key stages of asset life cycles
- basic knowledge of property contracts and administrative requirements
- common hazards to public and personal safety associated with particular types of maintenance work in buildings
- company record-keeping policies and procedures relating to asset maintenance
- industry benchmarks for asset maintenance procedures
- limitations of own work role, responsibilities and professional abilities
- key requirements of federal, state or territory legislation and local government regulations relating to:
  - anti-discrimination
  - consumer protection
  - environmental issues
  - equal employment opportunity (EEO)
  - financial probity
  - franchise and business structures
  - industrial relations
  - privacy
  - work health and safety (WHS).

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- specifications:
  - details of characteristics of assets to be maintained
  - organisational policies and procedures for determining and monitoring asset maintenance strategies
  - source documentation or access to source documentation relating to determining and monitoring asset maintenance strategies
- relationship with team members and supervisor:
  - member of a work team involved in determining and monitoring asset maintenance strategies.

Assessor requirements

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As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM4045 Facilitate meetings in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4045A Facilitate meetings in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to prepare for meetings and facilitate groups to discuss common issues in the property industry. It requires the ability to coordinate meeting arrangements, facilitate meetings, and accurately record meeting outcomes.

The unit supports workers in the property industry who are involved in preparing for meetings and facilitating groups to discuss common issues. It applies to real estate agents, property managers, strata managers and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised

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		text is used, further information is detailed in the range of conditions.
1.	Arrange meetings.	1.1. ***Type of meeting*** and its purpose are identified.
		1.2. Meeting participants are identified and meeting is scheduled to provide maximum opportunities for attendance.
		1.3. Participants are notified of ***meeting agenda*** and specific requests are actioned according to organisational and legislative requirements.
		1.4. Participants are advised of changes to original meeting details as required.
2.	Facilitate meetings.	2.1. Open and participative environment is provided for participants to discuss common issues.
		2.2. Arrangements for taking meeting notes are made to ensure accurate record of meeting outcomes.
		2.3. Meeting is facilitated and conducted in a manner that enables participation, discussion, problem solving, voting and resolution of matters.
		2.4. Meeting style and structure are selected appropriate to meeting purpose.
		2.5. ***Leadership styles and strategies*** are used that provide clear information at appropriate stages during meeting to assist in mutual understanding and agreement.
3.	Record meeting outcomes.	3.1. ***Meeting minutes or notes*** are documented, checked to ensure accuracy, and formatted according to organisational and legislative requirements.
		3.2. Meeting issues requiring urgent action are identified and addressed.
		3.3. Meeting records are distributed to relevant people within agreed timeframes, and are securely maintained and stored for easy retrieval.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to

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performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain current knowledge of meeting procedures and where necessary statutory requirements for meetings.
Numeracy skills to:	• determine number of people in attendance at meeting and whether quorum requirements are met.
Oral communication skills to:	• ask questions to clarify routine meeting procedures.
Reading skills to:	• read and assess accuracy of meeting notes and minutes.
Writing skills to:	• prepare routine documentation associated with the conduct of a property industry meeting, including agendas, minutes, meeting notes, and correspondence in the form of email and letters.
Technology skills to:	• use business technology to produce routine documentation associated with the conduct of a property industry meeting.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Type of meeting must include at least three of the following:	• annual general meeting • board meeting • committee meeting • extraordinary general meeting • formal meeting • informal meeting • one-off meeting • owners committee • regular meeting • semi-formal • special purpose meeting • staff meeting • teleconference • videoconference.
Meeting agenda must include:	• correspondence • date, time and location of meeting • statement of meeting purpose

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	• matters or business arising from previous meeting • proxies • reports.
Leadership styles and strategies must include at least four of the following:	• maintaining ethical practice and beliefs in the face of opposition • modelling behavioural and personal presentation standards • acknowledging and respecting attitudes and beliefs of others • not accepting unreasonable expectations • presenting a confident, assured and unhesitant manner in challenging situations • initiating action and directing decision making • promoting active and genuine participation • time management.
Meeting minutes or notes must include:	• apologies • decisions made and resolutions • future action to be taken • meeting outcomes • meeting participants • points discussed and suggestions made.

Unit Mapping Information

CPPDSM4045A Facilitate meetings in the property industry

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM4045 Facilitate meetings in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4045A Facilitate meetings in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also prepare for two of the following different meetings in a property industry context and facilitate groups in those meetings to discuss common property industry issues:

- one formal meeting requiring the production of an agenda and compliance with formal meeting procedures, including legislative requirements
- one informal meeting requiring the production of a list of items for discussion and a statement of meeting outcomes.

In both cases the person must arrange the meeting, facilitate the meeting, and record the meeting outcomes.

In doing the above, the person must also:

- accurately record and securely maintain notes of meeting discussions
- effectively plan and administer meetings using appropriate procedures and protocols
- apply organisational practices, ethical standards, and legislative requirements associated with preparing for meetings and facilitating groups to discuss issues
- use effective communication and presentation skills to manage and conduct meetings
- use technology to prepare documentation relating to meeting outcomes and distribute to relevant people in a timely manner.

Knowledge Evidence

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

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- different types, purpose and formats of meetings, including general awareness of procedures for formal meetings
- group dynamic principles and theory as applied to formal and informal meetings
- compliance with specific legislative requirements for particular meetings in the property industry
- meeting terminology
- organisation's system for recording and reporting meeting outcomes
- standard meeting procedures, including:
  - agenda format and order
  - decision-making processes
  - minutes or meeting notes
  - processing and implementing meeting decisions and outcomes
  - quorum
  - role of chairperson and note taker
  - types of seating arrangements
- strategies for facilitating meetings and discussing meeting issues
- types of minutes and their purpose.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- physical conditions:
  - venue suitable for formal and informal meetings
- specifications:
  - organisational meeting policies and procedures
  - organisational templates for meeting documentation
- contingencies:
  - conflict in meeting
  - lack of quorum for meeting
  - meeting documentation not provided to meeting participants in time for meeting
  - inaccurate or incomplete minutes of meeting
  - participants in meeting unable or unwilling to attend
- relationship with team members and supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the *Standards for Registered Training Organisations* (RTOs) current at the time of assessment.

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CPPDSM4047 Implement and monitor procurement process

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4047A Implement and monitor procurement process.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to implement and monitor purchasing processes for goods and services. It requires the ability to follow procurement procedures, determine and arrange appropriate suppliers, and check that final procurement meets client objectives.

The unit supports workers in the property industry who are involved in implementing and monitoring purchasing processes for goods and services. It applies to real estate agents, property managers, strata managers and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Determine procurement requirements.	1.1. Procurement requirements and objectives are identified. 1.2. Information on procurement requirements is gathered and reviewed to determine appropriate ***procurement process*** and timelines. 1.3. Factors likely to affect procurement objectives are identified. 1.4. Own limitations of authority are identified and appropriate approvals gained as required.
2.	Monitor procurement process.	2.1. Procurement process is systematically monitored and variations to supply are identified. 2.2. Effective communication channels are used to ensure accurate communication flow with suppliers. 2.3. Expenditure and resource usage are monitored to ensure procurement objectives are achieved within budget parameters. 2.4. Reliable methods of monitoring procurement are used to ensure efficient use of time and resources.
3.	Finalise procurement process.	3.1. Purchase of goods and services is completed within designated timeframes. 3.2. Inspection is arranged to confirm procurement meets required quality standards and procurement objectives. 3.3. Defects or variances to procurement objectives are identified and prompt remedial action is taken. 3.4. Procurement system and records, and reports on procurement process, are maintained using business equipment and technology.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain current knowledge of procurement procedures.
Oral communication skills to:	• discuss and confirm procurement arrangements with suppliers.
Reading skills to:	• interpret procurement documentation.
Writing skills to:	• complete standards forms and prepare complex written reports on defects or variations to goods or services ordered through procurement process.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Procurement process must include at least two of the following:	• open tendering • request for proposal • request for quotation • restricted tendering • single source • two stage tendering.

Unit Mapping Information

CPPDSM4047A Implement and monitor procurement process

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM4047 Implement and monitor procurement process

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4047A Implement and monitor procurement process.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also implement and monitor purchasing processes for two different goods or services relating to managing a building or facility.

Each product or service must be procured using a different procurement method selected from the following:

- open tendering
- request for proposal
- request for quotation
- restricted tendering
- single source
- two-stage tendering.

In doing the above, the person must:

- review procurement objectives and relevant information to determine procurement processes, and source appropriate authority or delegations for procurement
- finalise procurement process within agreed timeframes, using business equipment and technology to maintain records and reports
- apply knowledge of organisation’s practices, ethical standards, and legislative requirements associated with implementing and monitoring purchasing processes for goods and services
- use effective oral and written communication to effectively monitor the implementation of the procurement process against budget parameters.

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Knowledge Evidence

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

- benefits and risks associated with, and procedures for, the following procurement processes:
  - open tendering
  - request for proposal
  - request for quotation
  - restricted tendering
  - single source
  - two-stage tendering
- best practice procurement principles
- implications of warranties, guarantees and exclusions relating to goods and services
- key principles of procurement, including:
  - accountability and recording
  - ethics and fair dealing
  - open and effective competition
  - planning and professionalism
  - value for money
- limitations of own work role, responsibilities and professional abilities
- key requirements of federal, state or territory legislation and local government regulations relating to:
  - anti-discrimination
  - consumer protection
  - environmental issues
  - equal employment opportunity (EEO)
  - financial probity
  - franchise and business structures
  - industrial relations
  - work health and safety (WHS).

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- specifications:
  - details of goods or services to be procured
  - organisational procurement policies and procedures
  - organisational procurement process checklist
  - guides on procurement processes and procedures

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- relationship with team members and supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM4048 Implement customer service strategies in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4048B Implement customer service strategies in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to provide advice to identify customer needs and evaluate customer service in the property industry. It requires the ability to advise on customer needs, support implementation of customer service strategies relevant to the property industry, obtain and analyse customer feedback, and design strategies to improve customer service strategies.

The unit supports workers in the property industry who are involved in providing advice to customers and evaluating customer service. It applies to real estate agents, property managers, strata managers and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Advise on customer needs.	1.1. ***Customer needs*** are assessed and clarified using appropriate communication techniques.
		1.2. Problems matching service delivery to customer needs are diagnosed and options for improved service are developed.
		1.3. Relevant and constructive advice is provided that promotes the improvement of customer service delivery.
		1.4. Business equipment and technology are used to structure and present information on customer service needs.
2.	Support implementation of customer service strategies.	2.1. Customer service strategies and opportunities are promoted within the organisation.
		2.2. Available resources are identified and allocated to fulfil customer service objectives.
		2.3. Procedures to resolve customer difficulties and complaints are actioned.
		2.4. Coaching and mentoring assistance is provided to colleagues to overcome difficulties in meeting customer service standards.
3.	Evaluate and report on customer service.	3.1. Customer satisfaction with service delivery is reviewed using verifiable data.
		3.2. Changes necessary to maintain service standards are identified, and actions are implemented according to organisational procedures.
		3.3. Conclusions and recommendations are prepared from verifiable data and constructive advice is provided on future directions of customer service strategies.
		3.4. Systems, records and reporting procedures are maintained to compare changes in customer satisfaction.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain current knowledge of customer service standards and strategies.
Numeracy skills to:	• interpret graphical and statistical data on customer satisfaction with service provided by organisation.
Oral communication skills to:	• discuss and confirm customer service standards with team members.
Reading skills to:	• interpret routine text on customer service strategies.
Writing skills to:	• prepare complex written reports on changes in customer satisfaction.
Technology skills to:	• use business technology to produce reports on impact of customer service strategies on customer satisfaction levels.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Customers must include at least two of the following:	• corporate customers • customers with routine or special requests • individual members of the organisation • internal or external customers • members of the public • other agencies • people from a range of social, cultural or ethnic backgrounds • regular or new customers.
Customer needs must include at least three of the following:	• advice or general information • company information on services • contract administration • current and planned property development • making an appointment • management policy and procedures • property characteristics, including: • availability of alternative energy sources

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    - accessibility for people with disabilities
    - energy efficiency
    - energy ratings
    - water saving devices
- property operations
- sales and marketing services
- specific information.

Unit Mapping Information

CPPDSM4048B Implement customer service strategies in the property industry

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM4048 Implement customer service strategies in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4048B Implement customer service strategies in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also implement and monitor customer services strategies for an organisation in the property industry. The person must demonstrate this performance by carrying out each of the following:

- identify the needs of one customer and communicate this to team members
- support the implementation of one improved customer service strategy in an organisation
- evaluate and report on customer satisfaction with service delivery within one department or organisation.

In doing the above, the person must:

- distinguish between different levels of customer satisfaction
- identify and confirm needs, priorities and expectations of the organisation in delivering service to customers
- apply knowledge of organisation’s practices, ethical standards and legislative requirements associated with providing advice to customers and evaluating customer service
- provide constructive advice on customer service practices.

Knowledge Evidence

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

- principles of customer service
- service standards and best practice models in relation to customer service in the property industry

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- common problems relating to customer service
- consultation methods, techniques and protocols for gathering information on customer satisfaction
- organisational business structure, products and services relating to implementing customer service strategies
- key requirements of federal, state or territory legislation and local government regulations relating to:
  - anti-discrimination
  - consumer protection
  - environmental issues
  - financial probity
  - franchise and business structures
  - industrial relations
  - property sales, leasing and management
  - work health and safety (WHS)
- techniques for dealing with customers with special needs.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- specifications:
  - baseline data on customer satisfaction in the relevant department or organisation
  - organisational customer service policies and procedures
  - guides on best practice customer service practices
- relationship with team members and supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM4055 Maintain asset management system

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4055A Maintain asset management system.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to provide advice to set up a system of asset control that applies to all property assets. It requires the ability to classify assets in line with organisational requirements.

The unit supports workers in the property industry who are involved in developing and implementing maintenance programs for all types of managed properties. It applies to real estate agents, property managers, strata managers and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised

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		text is used, further information is detailed in the range of conditions.
1.	Determine system requirements.	1.1. ***Asset management system*** requirements are determined.
		1.2. Opportunities are given to colleagues and clients to contribute to identifying system requirements.
		1.3. Recommendations on system requirements are presented in required format, style and structure using relevant business equipment and technology.
2.	Classify assets.	2.1. ***Assets*** are identified and classified.
		2.2. Assets are recorded according to Australian accounting standards and legislative requirements.
		2.3. Level of security and disclosure of financial statements are determined.
		2.4. Reliable processes for classifying and recording assets are used, making efficient use of business technology and available time and resources.
3.	Monitor and report on asset management system.	3.1. System effectiveness is monitored and evaluated.
		3.2. Feedback from client and colleagues is used to identify and develop improved systems.
		3.3. Existing technology is assessed against newly available technology to determine needs and priorities.
		3.4. ***Asset information*** is securely maintained with due regard to client confidentiality.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Learning skills to:	• maintain current knowledge of asset management systems and processes.
Numeracy skills to:	• interpret graphical and statistical data on asset management system performance.
Oral communication	• discuss and confirm asset management requirements with team

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skills to:	members.
Reading skills to:	• interpret business documentation on asset management system needs.
Writing skills to:	• prepare complex written reports on asset management system requirements.
Technology skills to:	• use business technology to operate computerised asset management systems.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Asset management system must be either:	• computer-based • manual.

Assets must include at least one of the following:	• intangible assets:
	  • goodwill
	  • human capital
	  • intellectual property
	• tangible assets:
	  • buildings
	  • business and marketing contracts
	  • equipment
	  • furniture
	  • goodwill
	  • land
	  • property
	  • vehicles.

Asset information must include at least two of the following:	• historical data • insurance • key personnel • lines of responsibility • maintenance schedules • operating environment of organisation, including financial markets, competitors, core business activities, functions and stakeholders • property management reports • register of assets

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- reports and relevant documentation
- residual life of assets.

Unit Mapping Information

CPPDSM4055A Maintain asset management system

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM4055 Maintain asset management system

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4055A Maintain asset management system.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also set up a system that applies to all property assets of a department or organisation operating in the property industry. The system established can be manual, or it can be a computerised system using commercially available software.

In doing the above, the person must:

- determine the department or organisation's asset system requirements through consultation and analysis of business and operational plans
- classify and record assets using Australian accounting standards
- apply knowledge of legislative requirements and department or organisation's practices and ethical standards associated with setting up a system of control that applies to all property assets
- monitor and report on effectiveness of the asset management system.

Knowledge Evidence

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

- difference between tangible and intangible assets
- asset management principles
- asset management software systems, including their types, sources of information, and functions
- department or organisation's asset management policies and procedures
- key provisions of ISO 55000 Asset management - Overview, principles and terminology
- limitations of own work role, responsibilities and professional abilities in relation to maintaining an asset management system

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- key financial record-keeping standards, practices and codes
- required asset financial record-keeping manuals
- relevant Australian standards and legislation, including Australian accounting standards
- key requirements of federal, state or territory legislation and local government regulations relating to asset management, including:
  - environmental issues
  - financial probity
  - property sales, leasing and management
  - work health and safety (WHS).

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- specifications:
  - asset classification in Australian accounting standards
  - baseline data on assets of department or organisation
  - organisation's asset management policies and procedures
  - guides on best practice in asset management for property-related organisations
  - ISO 55000 Asset management - Overview, principles and terminology
- materials:
  - asset management software
- relationship with team members and supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM4056 Manage conflicts and disputes in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4056A Manage conflicts and disputes in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to use communication techniques to manage and resolve conflicts and disputes in the property industry. It requires the ability to assess conflict or dispute situations, accurately receive and relay information, adapt interpersonal styles and techniques to varying social and cultural environments, and evaluate responses.

The unit supports the work of those involved in using communication techniques to manage and resolve conflicts and disputes in the property industry. It applies to real estate agents, property managers, strata managers, Nationwide House Energy Rating Scheme (NatHERS) assessors, home sustainability assessors and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Assess conflict or dispute.	1.1. ***Causes of conflict or dispute*** are identified and response required to prevent escalation is identified and evaluated.
		1.2. Effective ***communication***, observation and active listening skills are applied to elicit and interpret verbal and non-verbal information and ensure an accurate exchange of information.
		1.3. Situations requiring specialist advice are identified and assistance is sought as required.
2.	Negotiate resolution.	2.1. Conflict or dispute is negotiated and resolved constructively using strategies that comply with established organisational procedures.
		2.2. ***Negotiation techniques*** are used to maintain positive interaction, and divert and minimise aggressive behaviour.
		2.3. Communication with others is conducted in a courteous manner that reflects sensitivity to individual, social and cultural differences.
		2.4. Contradictions, ambiguity, uncertainty or misunderstandings are identified and clarified.
		2.5. Factors that might impact on the safety or security of clients and colleagues are identified and appropriate responses or ***contingency measures*** are formulated and implemented.
3.	Evaluate response.	3.1. Response evaluation findings are organised in a format suitable for analysis.
		3.2. Effectiveness of response is reviewed and evaluated.
		3.3. Incident observations are provided in an accurate, concise and constructive manner when reviewing and debriefing situations.
		3.4. Records and, where required, report of conflict or dispute are prepared using business equipment and

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technology.

3.5. Information is securely maintained with due regard to confidentiality, and legislative and organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain current knowledge of conflict-resolution strategies.
Oral communication skills to:	• summarise positions and agreements of parties in dispute to establish common ground and advance discussions.
Reading skills to:	• clearly document areas of agreement and disagreement in complex disputes.
Writing skills to:	• prepare routine documentation associated with the resolution of workplace conflicts and disputes, including agendas, minutes, meeting notes, and correspondence in the form of emails and letters.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Causes of conflict or dispute must include at least three of the following:

- breakdown of communication
- change of economic and commercial circumstances
- differing legal concepts and changes in law
- differing views of underlying facts
- impact of third parties and force majeure
- a person under the influence of intoxicating substances
- a person with criminal intent
- refusal to comply with committee or group decisions
- refusal to pay for services
- situations affecting the safety and security of self, others or property

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	• technical problems or defective products.
Communication techniques must include at least four of the following:	• active listening • clear, legible writing • giving customers full attention • maintaining eye contact • non-verbal communication, including body language and personal presentation • speaking clearly and concisely • using appropriate language and tone of voice • using open and closed questions.
Negotiation techniques must include at least four of the following:	• control of tone of voice and body language • demonstrating flexibility and willingness to negotiate • using positive, confident and cooperative language • using clear presentation of options and consequences • using language and concepts appropriate to the people involved • using strategic questioning and listening to gather information and direct the focus of people involved • using summarising of positions and agreements to move understanding.
Contingency measures must include at least two of the following:	• arbitration • counselling • cultural support • defusing strategies • intervention • legal action • mediation • selecting alternative actions that may require use of force, within legally permissible limits • security • specialists and experts.

Unit Mapping Information

CPPDSM4056A Manage conflicts and disputes in the property industry

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM4056 Manage conflicts and disputes in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4056A Manage conflicts and disputes in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also use communication techniques to manage and resolve two of the following different conflicts or disputes in a property industry context:

- breakdown of communication
- change of economic and commercial circumstances
- differing legal concepts and changes in law
- differing views of underlying facts
- impact of third parties and force majeure
- a person under the influence of intoxicating substances
- a person with criminal intent
- refusal to comply with committee or group decisions
- refusal to pay for services
- situations affecting the safety and security of self, others or property
- technical problems or defective products.

In doing the above, the person must:

- evaluate resolution process and accurately record and report facts and outcomes
- apply knowledge of organisation’s practices, ethical standards and legislative requirements associated with managing and resolving conflict and disputes
- negotiate conflict or dispute situations to an effective resolution where possible
- use communication techniques to accurately identify causes and incidences of conflict or dispute.

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Knowledge Evidence

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

- conflict or dispute-resolution techniques and procedures
- consultation methods, techniques and protocols
- ethical practices and relevant codes of conduct
- negotiation strategies
- organisational policies and procedures for property services relating to managing conflicts and disputes, including procedures for handling complaints
- key requirements of federal, state or territory legislation and local government regulations relating to:
  - anti-discrimination
  - consumer protection
  - environmental issues
  - equal employment opportunity (EEO)
  - financial probity
  - franchise and business structures
  - industrial relations
  - privacy
  - property sales, leasing and management
  - strata community management
  - work health and safety (WHS).

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- specifications:
  - contextual information on conflicts or disputes to be managed and resolved
  - organisational conflict and dispute-resolution policies and procedures
  - organisational templates for reporting conflicts and disputes
  - guides on negotiation techniques and conflict-resolution strategies
- relationship with team members and supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the *Standards for Registered Training Organisations* (RTOs) current at the time of assessment.

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CPPDSM4066 Plan and coordinate property and facility inspection

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4066A Plan and coordinate property and facility inspection.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to plan and coordinate a property or facility inspection to evaluate its condition, worth and redevelopment requirements. It requires the ability to plan and document work activities effectively, monitor and conduct inspection tasks, and record and report results of the inspection.

The unit supports the work of those involved in planning and coordinating property and facility inspections. It applies to real estate agents, property managers, strata managers, Nationwide House Energy Rating Scheme (NatHERS) assessors, home sustainability assessors and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Plan property or facility inspection.	1.1. ***Property or facility*** information is researched and analysed to determine status and occupancy details.
		1.2. Context and ***purpose of inspection*** are determined.
		1.3. ***Property or facility inspection plan*** is developed.
		1.4. Business equipment and technology are used to access, organise and monitor information.
		1.5. Property or facility access arrangements and approvals required to conduct inspection are determined.
2.	Inspect property or facility.	2.1. Property or facility is inspected according to inspection plan, using reliable inspection processes and ensuring all relevant aspects of the property or facility are sighted and noted.
		2.2. Variations to inspection plan are determined and implemented to meet changing circumstances and improve service delivery.
		2.3. Condition of features associated with property or facility is recorded.
		2.4. Situations requiring specialist advice are identified and assistance is sought as required.
3.	Review and report on inspection outcomes.	3.1. Inspection outcomes are reported and reviewed against inspection plan.
		3.2. Recommendations and issues are prepared in required format and in style and structure suitable for review and interpretation.
		3.3. Feedback on client satisfaction with inspection outcomes is sought using valid methods and verifiable data.
		3.4. Relevant documentation is completed and processed.
		3.5. Information is securely maintained with due regard to client confidentiality.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain current knowledge of property and facility inspection procedures.
Numeracy skills to:	• take measurements and perform calculations associated with building and facilities inspection.
Oral communication skills to:	• ask questions to clarify and seek further information on aspects of building or facility condition and performance as part of inspection procedures.
Reading skills to:	• access and interpret information from building or facility's technical and financial reports as part of the inspection process.
Writing skills to:	• prepare technical reports on the conditions and performance of buildings and facilities.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Property or facility must include at least one of the following:	• commercial • industrial • mixed use • residential • retail • strata community • special use property, such as health, education or other community facility.
Purpose of inspection must:	• be defined through a contract between organisation providing inspection service and legal entity commissioning the service • form part of internal procedures of property management organisation.
Property or facility inspection plan must:	• include range of suitable inspection activities and timelines • be sufficiently flexible and adaptable to accommodate unforeseen contingencies that arise.

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Unit Mapping Information

CPPDSM4066A Plan and coordinate property and facility inspection

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM4066 Plan and coordinate property and facility inspection

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4066A Plan and coordinate property and facility inspection.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also plan and coordinate the inspection of two of the following different properties or facilities to evaluate their condition, worth or redevelopment requirements:

- commercial
- industrial
- mixed use
- residential
- retail
- strata community
- special use property, such as health, education or other community facility.

In doing the above, the person must:

- conduct a property or facility inspection under normal industry conditions ensuring condition of features is recorded
- apply knowledge of organisational practices, ethical standards and legislative requirements associated with inspecting a property or facility, and assessing its condition
- report inspection conclusions and recommendations, including client feedback on level of satisfaction with service
- undertake sufficient research of property or facility to develop an inspection plan detailing a range of suitable inspection activities and incorporating appropriate contingency arrangements.

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Knowledge Evidence

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

- basic knowledge of property and facility contracts and administrative requirements
- building construction principles
- key features of building drawings
- common building defects
- inspection methods for different property and facility types
- limitations of own work role, responsibilities and professional abilities
- local regulations affecting use and conditions of above properties or facilities
- organisational and professional procedures, ethical practices and business standards relating to inspecting properties and facilities
- principles of business and property law, and specific precedents likely to influence conduct of inspection
- building codes relevant to properties and facilities being inspected
- key requirements of federal, state or territory legislation and local government regulations relating to:
  - anti-discrimination
  - consumer protection
  - environmental issues
  - financial probity
  - franchise and business structures
  - industrial relations
  - property sales, leasing and management
  - work health and safety (WHS)
- risks and risk management procedures to be followed during building and facility inspections
- sources of information and assistance for property or facility
- WHS issues and requirements for property and facilities inspections.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- materials:
  - buildings or facilities to be inspected
  - sources of specialist advice on building and facility inspections
- specifications:
  - organisational policies and procedures relating to inspecting buildings and facilities
  - organisational templates for inspection findings
  - specifications for building or facility to be inspected

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    - WHS requirements to be met during inspections of buildings and facilities
- relationship with team members and supervisor:
    - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM4071 Promote process improvement in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4071A Promote process improvement in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to research and implement improvement processes in the property industry to reduce costs and improve quality services. It requires the ability to promote the use and implementation of innovative work practices to affect change.

The unit supports the work of those involved in promoting process improvements in the property industry. It applies to real estate agents, property managers, strata managers, Nationwide House Energy Rating Scheme (NatHERS) assessors, home sustainability assessors and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Identify opportunities for improvement.	1.1. ***Work practices and procedures*** are analysed to determine ***opportunities for improvement***.
		1.2. Information is gathered and organised in a format suitable for analysis using business equipment and technology.
		1.3. Consultative processes are used to actively encourage feedback from colleagues and clients in order to identify opportunities for improvement.
		1.4. Opportunities for improvement are assessed against organisational business goals and objectives.
2.	Determine change requirements.	2.1. Purpose of change, objectives and timelines are established.
		2.2. Risk factors likely to affect change are analysed to identify potential constraints.
		2.3. Improvement plan is developed that details a range of suitable activities that reflect change requirements.
		2.4. Roles, responsibilities and accountabilities for the change process are established according to improvement plan.
		2.5. Communication channels are used to clearly promote objectives of change to relevant people.
3.	Implement and monitor change processes.	3.1. Leadership styles and methods are used to provide clear direction and support to individuals and teams throughout change process.
		3.2. Future support services required for change processes are identified and delivery is planned.
		3.3. Suitable organisational systems and technology are used to monitor change processes systematically to ensure consistency with improvement plan.
		3.4. Feedback on change processes is obtained and analysed.

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3.5. Evidence and information on impact of change are documented and reported.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain current knowledge of process improvement strategies relevant to the property industry.
Numeracy skills to:	• identify, collect and analyse benchmark data on work processes in property-related organisations.
Reading skills to:	• access and interpret case studies of best practice process improvement strategies relevant to the property industry.
Writing skills to:	• prepare technical reports on impact of process improvements in property-related organisations.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Work practices and procedures must include at least three of the following:

- conducting appraisals
- conducting meetings
- engaging clients
- implementing, promoting and reviewing processes
- listing properties
- managing common property
- managing facilities
- managing strata schemes
- marketing properties
- promoting the organisation and its services
- providing support within the organisation
- securing customers
- selling techniques
- staff training
- undertaking research

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- undertaking routine functions
- working with owners corporations in strata schemes.

Opportunities for improvement must include at least four of the following:

- education and training
- energy conservation
- innovative product or service
- innovative work practices
- investment strategies
- marketing, including use of social media
- new markets
- online business expansion
- pricing strategies
- recycling and reusing materials
- redesign business process
- review financial performance
- take on a mentor or business coach
- use of new technologies
- waste reduction
- work experience, exchange and opportunities.

Unit Mapping Information

CPPDSM4071A Promote process improvement in the property industry

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM4071 Promote process improvement in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4071A Promote process improvement in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also research and implement two different improvement processes that reduce costs and improve quality services in one of the following property-related organisations:

- education and training
- energy conservation
- innovative product or service
- innovative work practices
- investment strategies
- marketing, including use of social media
- new markets
- online business expansion
- pricing strategies
- recycling and reusing materials
- redesign business process
- review financial performance
- take on a mentor or business coach
- use of new technologies
- waste reduction
- work experience, exchange and opportunities.

In doing the above, the person must:

- assess opportunities for improvement against business goals and objectives

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- identify opportunities for improving processes through an accurate assessment of work practices, information gathering and consultation
- determine change requirements through development of an improvement plan incorporating an analysis of risk
- apply knowledge of organisation's practices, ethical standards and legislative requirements associated with researching and implementing improvement processes to reduce costs and improve quality services
- implement and monitor change using organisational systems and technology, and documenting and reporting the results.

Knowledge Evidence

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

- common effects of change and innovation in the workplace
- industrial and organisational context of change
- limitations of own work role, responsibilities and professional abilities
- organisational policies, plans, procedures and structure relating to promoting process improvements
- principles and techniques for goal setting and recording priorities
- principles of negotiation
- processes for interpreting and applying feedback in a change management process
- process improvement principles
- key requirements of federal, state or territory legislation and local government regulations relating to:
  - anti-discrimination
  - consumer protection
  - environmental issues
  - industrial relations
  - privacy
  - property sales, leasing and management
  - work health and safety (WHS).

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- physical conditions:
  - sources of specialist advice on process improvement measures
- specifications:
  - case studies of best practice process improvement strategies relevant to the property industry

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- organisational plans, policies and procedures relating to key business processes
- relationship with team members and supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM4072 Provide leadership in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4072A Provide leadership in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to provide effective leadership in the property industry. It requires the ability to model high standards of performance and behaviour, and positively influence individuals and work teams. It requires knowledge of financial, legal and procedural requirements relevant to the property industry.

The unit supports the work of those involved in leadership roles in the property industry. It applies to real estate agents, property managers, strata managers, Nationwide House Energy Rating Scheme (NatHERS) assessors, home sustainability assessors and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

Elements and Performance Criteria

Elements describe the Performance criteria describe the performance needed to

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essential outcomes.		demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Apply high standards of performance in undertaking individual and team tasks.	1.1. Own work practices model high standards of performance and ethics in providing ***property services***.
		1.2. Property services and work practices are planned and implemented.
		1.3. Work practices reflect an understanding of and respect for individual differences, and are adapted as appropriate to meet specific needs of clients and others.
		1.4. Individual and team efforts and contributions are encouraged and rewarded.
		1.5. Breaches of organisational ***code of conduct and code of ethics*** are identified and reported.
2.	Interpret and comply with financial, legislative and procedural requirements.	2.1. Financial, legislative and procedural requirements relevant to property services are identified.
		2.2. Key financial, legislative and procedural principles relating to organisational values and requirements are identified and interpreted.
		2.3. Information relevant to property services is identified and assessed.
		2.4. Own interpretation and application of financial, legislative and procedural requirements are confirmed.
		2.5. Situations requiring specialist advice are identified and assistance is sought as required.
3.	Facilitate commitment to workplace change.	3.1. Opinions and suggestions on improving work practices are encouraged to facilitate participation in change processes.
		3.2. Goals and objectives of change are communicated clearly and promptly to individuals and teams.
		3.3. Business equipment and technology are used to manage and provide access to information on progress towards objectives of change.
		3.4. Mentoring and coaching are provided to support individuals and groups through introduction of change.

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		3.5. Decisions to overcome problems in implementation of change are made in consultation with colleagues and clients.
		3.6. Effective relations and communications are maintained with clients and colleagues during process of change.
4.	Develop and maintain professional competence.	4.1. Own professional development is maintained in consultation with relevant people.
		4.2. Feedback from clients and colleagues is used to determine professional competency and quality of performance, and to identify key areas for improvement in providing property services.
		4.3. Own knowledge and skills in providing property services are assessed against competency standards and other relevant benchmarks to determine professional development needs and priorities.
		4.4. Strategies to maintain currency of professional competency in providing effective property services are identified, planned and implemented.
		4.5. Professional networks are participated in to identify and build relationships with relevant individuals and organisations in the property industry to obtain and maintain personal knowledge.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain current knowledge of code of ethics relevant to property industry.
Oral communication skills to:	• ask questions to clarify and seek further information on code of conduct and ethical issues relating to providing property services.
Reading skills to:	• access and interpret legislation and code of ethics relating to the provision of property services.
Writing skills to:	• prepare own professional development plan in relation to providing effective property services.

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Technology skills to:	• use business technology to access and participate in professional networks relevant to building own professional competence in property services.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Property services must include at least one of the following:	• business broking • buyer advocacy or agent • facilities management for a range of property types • marketing, sale and leasing a range of property types • property development operations • property management for a range of property types, including on-site residential property management • rural agency practice • stock and station agency operations • strata community management • urban agency practice.
Code of conduct and code of ethics must include:	• accurate determination and clarification of expectations of owners and owners corporations • acting in principal's best interests • clear communication of services offered and fee for services • clear negotiation of fees • declaration of beneficial interest • declaration of conflict of interest • disclosure of relevant information, including management fees • disclosure of pecuniary interests • fair and honest provision of property services • individual behaviour • maintaining confidentiality • misrepresentation • non-discriminatory practices • over-servicing, fixed charges rather than fee for service • privacy • representation of organisation and clients • use of organisational property.

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Unit Mapping Information

CPPDSM4072A Provide leadership in the property industry

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM4072 Provide leadership in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4072A Provide leadership in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also provide effective leadership by applying leadership skills in two situations to positively impact on the performance of a property-related organisation.

In doing the above, the person must:

- accurately interpret and comply with relevant legislative, financial and procedural requirements and prescribed codes of conduct, and check own understanding and application with relevant people
- demonstrate high standards of work practices and ethics in providing property services, including:
  - accurately determining and clarifying expectations of owners and owners corporations
  - acting in principal's best interests
  - adequately disclosing relevant information, including management fees
  - declaring beneficial interests
  - representing organisation and clients ethically
  - providing fair and honest property services
  - identifying and disclosing conflicts of interest
  - maintaining privacy and confidentiality
  - non-discriminatory practices
  - avoiding over-servicing
- use constructive feedback and industry competency standards and benchmarks to identify and implement opportunities for developing and maintaining own professional development

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- use effective communication techniques to introduce and monitor change, while providing support to, and maintaining relationships with, clients and colleagues throughout the change process.

Knowledge Evidence

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

- characteristics of a positive role model
- common effects of change in the workplace
- industrial and organisational context of change
- limitations of own work role, responsibilities and professional abilities
- mechanisms to obtain and analyse feedback
- methods to identify and prioritise personal learning needs
- organisational and professional procedures, ethical practices and business standards, including:
  - acting in principal's best interests
  - adequate disclosure of relevant information, including management fees
  - declaration of beneficial interests
  - ethical representation of organisation and clients
  - fair and honest provision of property services
  - identification and disclosure of conflicts of interest
  - maintenance of confidentiality
  - non-discriminatory practices
- principles and techniques associated with:
  - establishing effective consultative processes
  - establishing key performance indicators
  - influencing others
  - leading people
  - making decisions
  - preparing performance plans
- key requirements of federal, state or territory legislation and local government regulations relating to:
  - anti-discrimination
  - consumer protection
  - environmental issues
  - equal employment opportunity (EEO)
  - financial probity
  - franchise and business structures
  - industrial relations
  - property sales, leasing and management
  - strata communities

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- work health and safety (WHS).

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- specifications:
  - case studies of leadership in the property industry
  - organisational plans, policies and procedures
  - financial, legislative and procedural requirements of property organisations
  - industry competency standards and benchmarks
- supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM4082 Monitor service requirements of owners and occupiers in strata communities

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to identify and respond to service requirements of owners and occupiers, and to report on the service provision of strata managers. It requires the ability to determine service requirements of owners and occupiers, monitor service provision to ensure compliance with management agreement and budget parameters, and report on service provision to owners and occupiers in strata communities.

The unit supports the work of those involved in managing strata communities who have responsibility for monitoring the service requirements of owners and occupiers and reporting on service provision. It applies to strata managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Identify and address service requirements of owners and occupiers.	1.1. Professional rapport is established with owners and occupiers to encourage accurate and relevant exchange of information.
		1.2. Communication protocols and points of contact for owners and occupiers with strata manager are established.
		1.3. ***Service requests*** from owners and occupiers are handled in a professional manner, prioritised and actioned.
		1.4. Potential difficulties in dealing with service requests of owners and occupiers are identified and addressed or referred to responsible officer in strata management organisation for recommended action.
		1.5. Service requests from owners and occupiers are analysed to determine risk factors and where necessary are referred to emergency services in line with organisational risk management procedures.
		1.6. Occurrences that are likely to impact on quality of service provision are conveyed to owners and occupiers in a timely manner.
		1.7. Service requests from owners and occupiers are documented detailing time, location, nature of service and action taken.
2.	Monitor service provision.	2.1. ***Information*** on service provision is routinely collected and analysed.
		2.2. Service provision is monitored to ensure compliance with management agreement and budget parameters.
		2.3. Feedback from owners and occupiers on service delivery is collected, analysed and used to improve service provision.
3.	Report and make recommendations	3.1. Reports on service provision are prepared and communicated to owners and occupiers.

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on service provision.	3.2.	Meetings are conducted with strata community to discuss and review service provision, including non-conformance and quality issues, in an open and participative environment.
	3.3.	Suggestions for improvements in service provision are noted and referred to responsible officer in strata community management organisation.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain current knowledge of ways of identifying and monitoring the provision of services to owners and occupiers in strata communities.
Numeracy skills to:	• interpret graphical and statistical material on service provision in strata communities.
Oral communication skills to:	• ask questions to clarify service requirements of owners and occupiers.
Reading skills to:	• interpret written feedback from owners and occupiers on service provision.
Writing skills to:	• prepare reports for owners corporation on service provision in strata communities.
Technology skills to:	• use business technology to produce reports for owners and occupiers on service provision in strata communities.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Service requests must include those that:	• fall within scope of management agreement • require authorisation to proceed • vary from the terms of the management agreement.

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Information must include:	• qualitative information on service provision • quantitative information on service provision.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM4082 Monitor service requirements of owners and occupiers in strata communities

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also identify and respond to service requirements of owners and occupiers and report on the service provision of strata managers as follows:

- respond to three of the following different service requests from either owners or occupiers in a strata community:
  - one request that falls within the terms of the management agreement
  - one request that varies from the terms of the management agreement
  - one request that requires authorisation to proceed
- collect relevant data and report to the owners and occupiers in a strata community on the quality of service provision of the strata manager.

In doing the above, the person must:

- consult with owners and occupiers in a strata scheme to determine service requirements
- log and report service requests
- respond to service requests promptly and determine appropriate action
- obtain feedback on service provision from owners and occupiers in a strata scheme
- monitor and report on service provision to owners and occupiers in a strata scheme.

Knowledge Evidence

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

- common areas of non-compliance and quality issues in relation to service provision in strata communities
- risk identification and management procedures

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- role of strata community in relation to monitoring service provision of strata managers
- services offered by strata managers
- strata management agreements, including:
  - format
  - purpose
  - service requirements
  - obligations of strata community managers
- strata manager requirements to report to owners and occupiers on service provision
- techniques for:
  - gathering and analysing routine information gathered on service provision of strata managers
  - gathering feedback on service provision of strata managers
  - gathering information on service requirements of owners and occupiers in strata communities
  - communicating with owners and occupiers in strata communities.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- specifications:
  - strata community management agreement
  - qualitative and quantitative data on service provision in a strata scheme
  - organisational policies and procedures relating to identifying and responding to service requests from owners and occupiers in a strata community
- relationship with team members and supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM4083 Terminate strata community

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to terminate a strata community. It includes confirming instructions from the strata community to terminate the community, making application for termination of the strata community, and terminating the strata community.

The unit supports the work of those involved in managing strata communities who have responsibility for acting on instructions from lot owners to terminate the community. It applies to strata managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

Elements and Performance Criteria

Elements describe the Performance criteria describe the performance needed to

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essential outcomes.		demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Establish and clarify termination requirements for a strata community.	1.1. ***Context for termination*** of strata community is identified and communicated to strata community.
		1.2. Legislative requirements for termination of strata community are researched and accessed.
		1.3. ***Conditions required for termination of strata community*** are explained to strata community.
		1.4. Procedures and timeframes for termination of strata community are explained to strata community.
		1.5. General meeting of strata community is facilitated to terminate the strata community and appropriate follow-up action is taken.
		1.6. Resolutions for termination or non-termination of strata community are confirmed and communicated to strata community and mortgagees.
		1.7. Situations requiring specialist advice are identified and assistance is sought as required.
2.	Make application to terminate strata community.	2.1. Information and agreements required for termination of strata community are identified and collated.
		2.2. Application to terminate strata community is prepared in line with strata community instructions and legislative requirements.
		2.3. Termination application is distributed to relevant people to check accuracy of information and to ensure that application requirements are clearly addressed.
		2.4. Situations requiring specialist advice are identified and assistance is sought as required according to organisational requirements.
		2.5. Application to terminate strata community is lodged with relevant authorities in line with legislative requirements.
		2.6. Lot owners are kept informed of termination application, and inquiries from lot owners regarding the termination process are responded to in line with organisational

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			procedures.
3.	Terminate the strata community.	3.1.	Following granting of application, strata community is terminated within agreed timeframes in line with organisational, legislative and lot owners' requirements.
		3.2.	Lot owners are informed of granting of termination of strata community and are provided with information on actions to be taken and timeframe for termination of strata community.
		3.3.	Information regarding termination of strata community is securely maintained with due regard to client confidentiality and legislative and organisational requirements.
		3.4.	Strata community funds are distributed according to legislative requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain current knowledge of legal processes involved in terminating a strata community.
Oral communication skills to:	• ask questions to clarify legal requirements for termination of strata communities.
Reading skills to:	• interpret and extract information from complex texts on termination of strata communities.
Writing skills to:	• prepare reports for owners corporation on progress of applications for termination of strata communities.
Technology skills to:	• use business technology to access online information relating to the termination of strata communities.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are

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included. Bold italicised wording, if used in the performance criteria, is detailed below.

Context of termination must include:	• building end of life • catastrophe • compulsory acquisition • redevelopment of the strata community land.
Conditions required for termination of strata community must include:	• legislative requirements in jurisdiction for termination of strata community • requirements for agreement of lot owners and other interested parties.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM4083 Terminate strata community

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also complete all tasks associated with terminating one strata community, including:

- consulting with lot owners and gaining instructions relating to termination of strata community
- collecting information and agreements required to complete the application to terminate the community
- making application to relevant authorities for termination of strata community
- keeping lot owners informed of progress of application to terminate strata community
- terminating strata community in line with organisational, legislative and lot owners' requirements.

Knowledge Evidence

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

- common problems involved in terminating strata communities
- legislative requirements for terminating strata communities
- procedures involved in terminating strata communities
- reasons for terminating strata communities
- roles and responsibilities of lot owners, owners corporations and other interested parties in terminating strata communities
- role and responsibilities of strata managers in terminating strata communities
- strata management agreements, including:
  - purpose
  - format

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  - obligations of strata managers
  - provisions for terminating strata communities
- techniques for communicating with owners and occupiers in strata communities.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- specifications:
  - strata community management agreement
  - legislation relating to terminating strata communities
  - organisational policies and procedures relating to terminating strata communities
  - procedures for making application for termination of strata communities
  - details of strata community to be terminated, including the strata plan
- relationship with team members and supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM4084 Administer insurance for strata communities

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to administer insurance for strata communities in line with strata community instructions. It requires the ability to identify the community's insurance requirements, place the suitable insurance, assist with lodging insurance claims, and review insurance arrangements.

The unit supports the work of those involved in administering insurance for strata communities. It applies to strata managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised

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			text is used, further information is detailed in the range of conditions.
1	Establish legislative requirement for insurance.	1.1.	Research and access ***legislative requirements for insurance*** for each strata community.
		1.2.	Organisational requirements for arranging insurance for individual strata community are identified.
2.	Clarify insurance requirements for strata community.	2.1.	Legislative insurance requirements for ***strata community*** are communicated to strata community.
		2.2.	Information on ***optional insurance cover*** is provided to strata community.
		2.3.	***Relationships with insurers and insurance brokers*** are disclosed to strata community.
		2.4.	Information on extent of insurance cover is communicated to individual lot owners.
		2.5.	Situations requiring specialist advice are identified and assistance is sought as required.
		2.6.	Authority to obtain quotations from insurers or insurance brokers for strata community is obtained from owners committee.
		2.7.	Insurance proposal documentation is completed.
3.	Arrange valuation of asset for insurance purposes.	3.1.	***Source documents*** are obtained.
		3.2.	***Information on assets*** to be insured is gathered.
		3.3.	Valuation specialist is engaged to advise on value of asset.
		3.4.	Valuation is recorded and associated documentation, including statement of limitations in determining value of asset, is stored for ease of retrieval.
		3.5.	Information on value of asset is provided to strata community and as required to insurer.
4.	Place insurance.	4.1.	Suitable insurers or insurance brokers are identified and quotations and product information are obtained in line with instructions from strata community.
		4.2.	Insurance quotations are reviewed to ensure accuracy and compliance with strata community, legislative and

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			organisational requirements.
		4.3.	Insurance quotations and associated documentation are communicated to the strata community.
		4.4.	Adequate insurance policies and cover are acquired in line with instructions from the strata community.
		4.5.	Certificates of currency for insurance policies for strata community are maintained and stored securely.
		4.6.	Potential risks are monitored and communicated to strata community and strata community's insurer.
5.	Assist with lodging insurance claim.	5.1.	Assistance is provided to strata community to make insurance claim.
		5.2.	Documentation to support insurance claim is lodged with insurer or insurance broker.
		5.3.	Roles and responsibilities of insurance assessors are recognised.
		5.4.	Insurance claim records and relevant information are securely stored.
6.	Review insurance arrangements.	6.1.	Insurance arrangements are monitored and reviewed regularly in consultation with strata community to ensure compliance with legislative and strata community's requirements.
		6.2.	Business equipment and technology are used to maintain and securely store insurance documentation.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain current knowledge of legislative requirements for insurance for strata communities.
Numeracy skills to:	• perform routine calculations associated with reviewing insurance options.
Oral communication	• ask questions to clarify insurance requirements of strata community.

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skills to:

Reading skills to:
- read and interpret standard insurance documentation.

Writing skills to:
- complete standard insurance claim forms.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Legislative requirements for insurance must include:
- Australian Competition and Consumer Commission (ACCC)
- Corporations Act
- Insurance Contracts Act
- Strata Title Acts.

Strata communities must include:
- commercial
- new builds
- residential.

Optional insurance cover must include:
- office bearers' legal liability
- appeal expenses
- catastrophe insurance
- common property contents
- fidelity guarantee
- government audit costs
- legal defence expenses
- lot owners' improvements to the building
- machinery breakdown
- voluntary workers insurance
- workers' compensation.

Relationships with insurers and insurance brokers must include:
- acting as an agent
- receiving commissions from a third party.

Source documents must include:
- as-built plans
- certificate of occupancy
- depreciation schedule
- legislation requirement
- plan of subdivision
- previous valuation

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Information on assets must include:

- sinking fund report.
- building classification
- building material
- improvements and additions, including:
  - communication towers
  - embedded networks
  - playgrounds
  - underground tanks
- number of storeys
- plant and machinery.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM4084 Administer insurance for strata communities

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must administer the insurance arrangements and resolutions required for the strata communities of each of the following:

- one new build
- one residential strata community
- one commercial strata community.

In doing the above, the person must:

- establish legislative requirements for above insurance
- place required insurance
- assist owners corporation with lodging insurance claims
- apply knowledge of organisation’s practices, ethical standards, and legislative requirements associated with administering insurance for strata communities
- monitor and review insurance requirements, and safely and securely maintain required documentation.

Knowledge Evidence

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

- asset valuation procedures
- insurance requirements for:
  - commercial developments
  - new builds
  - residential developments

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- minimum legislative insurance requirements for strata communities
- key requirements of federal, state or territory legislation and local government regulations relating to:
  - anti-discrimination
  - consumer protection
  - environmental issues
  - equal employment opportunity (EEO)
  - financial probity
  - privacy
  - strata communities
  - work health and safety (WHS)
- roles and responsibilities of strata managers in relation to insurance for strata communities
- sources of professional advice about insurance for strata communities.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- specifications:
  - organisation's policies and procedures for administering insurance for strata community
  - sources of information on insurers and insurance brokers
  - information on insurance products for strata communities
  - legislation on minimum insurance requirements for strata communities
  - advice from relevant consumer affairs agencies and industry associations on duties of strata managers in relation to administering insurance for strata communities
- physical conditions:
  - strata community
- relationship with team members and supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM4085 Handle strata community funds held on trust

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to handle strata community funds received from clients that are held on trust. It includes identifying procedures for handling strata community funds held on trust, processing funds held on trust received from clients, and reporting discrepancies.

The unit supports the work of those involved in handling moneys held on trust. It applies to strata managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised

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		text is used, further information is detailed in the range of conditions.
1.	Identify procedures for handling strata community funds.	1.1. Situations in which ***funds*** are held on trust are identified.
		1.2. Key legislative controls relating to handling funds are identified to ensure compliance with legislative and organisational requirements.
		1.3. Organisational policies and procedures for handling funds are sourced.
		1.4. Organisational personnel responsible for monitoring and communicating changes to legislation, industry codes, and organisational policies and procedures relating to handling funds are identified.
2.	Process funds.	2.1. Funds received from clients are promptly and accurately processed in line with organisational policies and procedures.
		2.2. Questions from strata communities and lot owners relating to funds are responded to promptly and honestly, within scope of own responsibilities, and according to organisational policies and procedures.
		2.3. Limitations in knowledge of legislation and organisational policies and procedures relating to processing funds are identified and specialist advice is sought as required.
		2.4. Compliance with relevant legislation, standards, codes, and organisational policies and procedures relating to processing funds is monitored.
3.	Report fund discrepancies.	3.1. Discrepancies in funds are reported in line with organisational policies and procedures.
		3.2. Non-compliance with organisational procedures for handling funds is reported in line with organisational policies and procedures.
		3.3 Records relating to fund discrepancies are completed according to organisational requirements.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain current knowledge of legislative and organisational requirements for handling strata community funds held on trust.
Numeracy skills to:	• perform routine calculations required to verify records of funds held on trust.
Oral communication skills to:	• ask questions to clarify organisational policies and procedures for processing funds held on trust.
Reading skills to:	• read and interpret source documents, including organisational policies and procedures, relating to processing funds held on trust.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Funds must include:
- contractor payments
- insurance claims and refunds
- lot owner contributions
- non-mutual income.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM4085 Handle strata community funds held on trust

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also correctly handle four of the following situations relating to the strata community funds held for four different clients:

- contractor payments
- discrepancy in client account
- insurance claims or refunds
- lot owner's contribution
- processing non-mutual income.

In doing the above, the person must:

- identify and follow procedures for handling strata community funds held on trust
- process the funds held on trust received from the above clients.

Knowledge Evidence

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

- common discrepancies and non-compliances associated with handling strata community funds held on trust
- ethical requirements relating to handling strata community funds held on trust
- organisational administrative routines and practices for handling strata community funds held on trust
- organisational information technology and management systems used when handling strata community funds held on trust
- key requirements of federal, state or territory legislation and local government regulations relating to strata community funds held on trust

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- risks and risk management strategies relating to strata community funds held on trust
- security requirements for strata community funds held on trust
- situations in which funds are held on trust by strata manager companies
- sources of information on requirements for handling strata community funds on trust.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- specifications:
  - organisational policies and procedures for handling strata community funds
  - relevant codes, standards, legislation and regulations relating to handling strata community funds on trust
- relationship with team members and supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM4086 Oversee preparation of strata community budgets

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to oversee the preparation of the annual budget for a strata community. It includes gathering budget information, identifying projected income and expenditure, overseeing the preparation of a budget, and presenting the budget to the strata community.

The unit supports the work of those involved in preparing budgets for strata communities. It applies to strata managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised

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		text is used, further information is detailed in the range of conditions.
1.	Gather and analyse relevant budget information for strata community.	1.1. Legislative provisions relating to strata community administrative funds, fee and contribution levies, as well as sinking funds and fees, are identified.
		1.2. ***Budgeting method*** is selected.
		1.3. Previous year's budget performance is reviewed.
		1.4. Budget planning information is collated.
		1.5. Strata community's expenditure priorities are identified.
2.	Identify and document projected income and expenditure.	2.1. ***Sources of income*** and ***expenditure*** are identified.
		2.2. Estimates of expenditure relating to administrative activities, including repairs and maintenance, are prepared.
		2.3. Potential variations to income and expenditure estimates are identified and their impact on overall budget is assessed.
		2.4. Identified items are documented and stored for easy retrieval.
3.	Oversee budget preparation.	3.1. Budget preparation is coordinated in consultation with owners committee and professional financial advisors.
		3.2. Budget documentation is reviewed and where necessary clarification is sought from owners committee or professional financial advisors.
		3.3. Expenditure commitments are checked against final income estimates.
		3.4. Cash flow forecasts are prepared.
		3.5. Contingencies are identified and included in draft budget.
		3.6. Draft budget is reviewed and modifications are proposed as required.
4.	Present strata community budget.	4.1. Owner's committee is engaged in finalising and approving draft budget.
		4.2. Draft budget and schedule of contribution levies and

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fees are presented to strata community for approval.

4.3. Budget is regularly reviewed and variances are reported to owners committee.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain current knowledge of legislative and organisational requirements for overseeing preparation of a strata community budget.
Numeracy skills to:	• perform routine calculations required to estimate income and expenditure of strata community.
Oral communication skills to:	• ask questions to clarify planned expenditure of strata community.
Reading skills to:	• read and interpret source financial documents, such as bank statements, and identify relevant and key information.
Writing skills to:	• complete workplace documents used in preparing budgets.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Budgeting method must include:	• historical • zero.
Sources of income must include:	• bank interest • contribution levies • embedded network • fees from owners corporation records • interest from investments • penalty interest • recovered fees, such as from debt collection or insurance excess • rental income.

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Sources of expenditure must may include:	• debt collection cost • insurance • grounds • strata manager • utilities.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM4086 Oversee preparation of strata community budgets

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also oversee the preparation of the annual budget for one strata community, in which the work must involve:

- identifying typical information to be included in budget
- recognising when budget indicates expenditure is greater than income, and suggesting modifications that will bring it into balance
- overseeing the preparation of budget in collaboration with others in a manner that meets the strata community's identified needs.

Knowledge Evidence

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

- components of a typical budget
- concept of and procedures for financial contingency planning
- concept of strata community control and how it applies to budgetary decision making
- provisions of federal, state or territory legislation and funding body requirements that affect how finances and assets can be used by strata communities
- sources of income and expenditure for strata communities
- standard budgeting procedures.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities

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- specifications:
  - organisational policies and procedures relating to budget preparation
  - relevant codes, standards, legislation and regulations relating to preparing budgets for strata communities
- relationship with team members and supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM4087 Facilitate operation of owners committee

Modification History

Not applicable.

Application

This unit of competency specifies the outcomes required to facilitate the effective operation of owners committees in strata communities. It includes establishing the legislative and governance requirements for owners committees, facilitating the establishment of owners committees, and supporting owners committees in managing strata communities.

The unit supports the work of those involved in forming and supporting the ongoing function of owners committees. It applies to strata managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Establish legislative and governance	1.1. Legislative requirements governing establishment, appointment, operation and removal of owners committee are researched and identified.

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	requirements of owners committee.	1.2.	Duties and good governance principles for committee are researched and identified.
2.	Facilitate establishment of owners committee.	2.1.	Support is provided to strata community to appoint and/or remove members of owners committee in line with legislative requirements.
		2.2.	Support is provided to strata community to implement procedures governing operation of committee.
		2.3.	Relationship between owners committee and strata manager is identified, documented in strata community management agreement, and communicated to strata community.
		2.4.	Procedures for ***delegating duties, powers and functions*** of owners committee are identified and resolved by strata community.
		2.5.	Appointment of owners committee is confirmed by strata community.
		2.6.	Roles and responsibilities of owners committee are identified, documented and communicated to committee members.
3.	Support owners committee to manage strata communities.	3.1.	Owners' committee is supported in establishing procedures for overseeing the management and governance of the strata community in line with the strata community management agreement.
		3.2.	Fiduciary duties of owners committee is clarified and accepted by the committee.
		3.3.	Meeting and voting legislated obligations, as well as best practice protocols, are developed and documented with and for owners committee.
		3.4.	Support is provided to owners committee members to take management responsibility for the strata community and to assist each other in undertaking required roles and responsibilities.
		3.5.	Owners' committee is assisted on an ongoing basis to ensure that legal, administrative and maintenance requirements of the strata community are monitored and met.

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3.6. Owners' committee is given support to identify and resolve problems associated with managing the strata community.

3.7. Professional advice is sourced and communicated to owners committee to inform decision making as required.

3.8. Owners' committee is given support to create reporting to annual general meeting.

3.9. Professional and ethical relationships, based on trust and open communication, are fostered between strata managers and owners committee.

3.10. Communication and team building strategies are applied to develop commitment and cooperation between members of owners committee.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain current knowledge of legislative requirements of owners committees.
Oral communication skills to:	• ask questions to clarify roles and responsibilities of owners committees • play a lead role in situations requiring effective collaboration, demonstrating conflict resolution skills and ability to engage and motivate others.
Reading skills to:	• read and interpret strata community management agreements.
Writing skills to:	• complete workplace documents associated with the administration of strata communities.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are

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included. Bold italicised wording, if used in the performance criteria, is detailed below.

Delegating duties, powers and functions must include at least three of the following:

- arranging and undertaking administrative duties in relation to annual general meetings and any other general meetings
- arranging building inspections and reports
- arranging insurance cover
- effecting repairs to and maintaining common property, or engaging tradespeople to do so
- holding documents and maintaining records
- managing the sinking fund and the administrative fund
- paying accounts
- paying disbursements and expenses incurred in connection with the strata manager's management of the strata community
- representing the person on behalf of whom the strata manager is acting in tribunal or court proceedings
- serving notices to comply with a by-law
- undertaking steps necessary to recover any money owing in relation to levies
- undertaking the financial management of funds and books of account.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM4087 Facilitate operation of owners committee

Modification History

Not applicable.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also support one owners committee to manage a strata community, in which the work must involve:

- establishing legislative requirements for the owners committee
- facilitating the establishment of the committee
- supporting the committee in administering the strata community.

Knowledge Evidence

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

- legislative requirements governing the establishment and operation of owners committees
- principles and techniques associated with:
  - delegation
  - effective communication
  - goal setting
  - group dynamics and processes
  - problem solving
  - planning
- owners committee:
  - membership
  - roles and responsibilities.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- physical conditions:
  - owners committee in a strata community

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- specifications:
  - organisational policies and procedures relating to services provided by strata managers
  - relevant codes, standards, legislation and regulations relating to managing strata communities
- relationship with team members and supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM5007 Coordinate construction or renovation of facilities

Modification History

Release 1.

Replaces superseded equivalent CPPDSM5007A Coordinate construction or renovation of facilities.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to coordinate the construction or renovation of facilities. It requires the ability to use appropriate consultative processes to determine construction or renovation requirements and to develop, monitor and finalise a construction plan.

The unit supports the work of those involved in coordinating the construction or renovation of facilities. It applies to real estate agents, strata community managers, and stock and station agents.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Determine construction or renovation requirements.	1.1. ***Construction*** drawings are reviewed and confirmed with relevant people according to ***project*** requirements.
		1.2. Consultative processes are used to negotiate and confirm construction requirements with contracted parties.
		1.3. Site access and specific site requirements are identified and appropriate arrangements are made as required.
		1.4. Construction plan is prepared, including contingencies to ensure contract and organisational requirements are met.
2.	Organise resources and support processes.	2.1. Provision of financial, physical and human resources is planned.
		2.2. Construction strategies, objectives and timelines are negotiated and agreed in consultation with client and relevant people.
		2.3. Monitoring and reporting arrangements for construction activities are established and documented.
		2.4. Relevant approvals are obtained within designated timeframe.
3.	Arrange contractors and consultants.	3.1. Contractors and consultants are arranged to undertake construction.
		3.2. ***Tendering and selection methods*** are selected and followed to meet client and organisational procurement guidelines.
		3.3. Contracted services are provided that are relevant to the construction work to be undertaken and client requirements.
		3.4. Documentation regarding reporting arrangements and deliverables is finalised.
4.	Monitor construction or renovation	4.1. Construction or renovation is monitored against construction plan to ensure completion within designated timeframes.

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	process.	4.2. Factors affecting achievement of scheduled work are identified and required variations to schedules are negotiated and agreed with relevant people.
		4.3. Established communication channels and processes are used to ensure accurate exchange of information throughout operations.
		4.4. Situations requiring specialist advice are identified and appropriate support is sought as required.
5.	Finalise construction or renovation process.	5.1. Notification of completed construction is received and checked against client and organisational requirements.
		5.2. Inspection is arranged to confirm facilities are fully operational and meet required specifications and industry standards.
		5.3. Information is securely maintained with due regard to client privacy and confidentiality, and legislative and organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• evaluate information from a variety of sources to inform selection of appropriate tendering and selection methods for contractors on construction projects.
Numeracy skills to:	• interpret statistical and graphical data to evaluate progress of construction project against time and budget parameters.
Oral communication skills to:	• discuss solutions to problems affecting completion of facility construction or renovation with team members and professional advisors • use language and concepts appropriate to cultural differences.
Reading skills to:	• interpret documentation on scope and progress of construction and renovation works, including technical specifications and contractor reports.
Writing skills to:	• notify tenderers of outcomes of tender processes.

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Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Construction must include at least one of the following:	• construct only • cost plus • design and construct • involvement of more than one builder • use of fixed price.
Project must include at least two of the following:	• creating an asset • fitting out new structures • modifying existing structures.
Tendering and selection methods must include at least two of the following:	• open tendering • request for proposal • request for quotation • restricted tendering • single source • two stage tendering.

Unit Mapping Information

CPPDSM5007A Coordinate construction or renovation of facilities

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM5007 Coordinate construction or renovation of facilities

Modification History

Release 1.

Replaces superseded equivalent CPPDSM5007A Coordinate construction or renovation of facilities.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also coordinate the construction or renovation of two different facilities in the property industry, involving two of the following:

- creating an asset
- fitting out a new structure
- modifying an existing structure.

In doing the above, the person must:

- arrange inspections and prepare and collate documentation relating to finalisation of contract requirements using business technology
- determine construction requirements and develop a construction plan through research and consultation
- apply knowledge of organisation’s practices, ethical standards and legislative requirements associated with coordinating the construction or renovation of facilities
- make available appropriate resources to support the construction or renovation process
- monitor construction processes using project management methodologies, and develop and communicate appropriate contingency plans
- negotiate variations and adjustments to work schedules
- prepare selection schedule and criteria for contractors and arrange people to be involved in the contract process by following organisational procurement procedures.

Knowledge Evidence

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

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- common defects in facilities
- contract law applied to building contracts
- limitations of own work role, responsibilities and professional abilities in relation to coordinating the construction and renovation of facilities
- processes and procedures for project planning and scheduling
- key features of project management software
- regulations and legislation affecting property investments
- key provisions of the Building Code of Australia (BCA)
- key requirements of federal, state or territory legislation and local government regulations relating to:
  - anti-discrimination
  - consumer protection
  - environmental issues
  - equal employment opportunity (EEO)
  - financial probity
  - franchise and business structures
  - industrial relations
  - privacy
  - property sales, leasing and management
  - strata community
  - work health and safety (WHS)
- roles and capabilities of contractors and consultants
- whole of life costing and price-quality relationship issues
- workplace policies and procedures relating to engaging consultants and contractors.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- materials:
  - project management software
- physical conditions:
  - work sites as specified in the performance evidence
- specifications:
  - specialist advice on renovation and construction of facilities
  - key provisions of the Building Code of Australia (BCA)
  - building drawings and plans
  - workplace policies and procedures relating to engaging consultants and contractors, constructing and renovating facilities, and workplace safety
  - details of facilities to be constructed or renovated

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- supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM5025 Maintain public relations in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM5025A Maintain public relations in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to promote and maintain positive public relations for a property organisation and the property industry. It requires the ability to facilitate effective communication processes, prepare media releases, and conduct media interviews.

The unit supports the work of those involved in promoting and maintaining positive public relations for the organisation and property industry. It applies to real estate agents, strata community managers, stock and station agents, Nationwide House Energy Rating Scheme (NatHERS) assessors, and home sustainaibility assessors.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Maintain relationships and networks with the media.	1.1. Relationships and networks with ***media*** are established and maintained in a positive and professional manner.
		1.2. Organisational social, ethical and business standards are complied with to maintain positive relationships.
		1.3. Systems to encourage communication flow and ongoing feedback are established and maintained to ensure accurate and relevant exchange of information.
		1.4. Communication and interpersonal techniques are used to develop professional relationships with media that reflect sensitivity to individual differences and client requirements.
		1.5. Media networks are accessed to ensure that information on unplanned events is communicated in an accurate and timely manner.
2.	Prepare media release.	2.1. Media release is drafted using clear, concise and appropriately targeted language.
		2.2. Media release is drafted in a manner that presents a positive image of the property and client and conforms to organisational requirements.
		2.3. Professional service providers are engaged where required to support relationships with media.
		2.4. Media release is distributed using established communication channels.
		2.5. Information is securely maintained with due regard to client confidentiality and organisational requirements.
3.	Conduct media interviews.	3.1. Media interviews are conducted in a professional manner that represents preferred position of property organisation and its clients.
		3.2. Information is provided in a manner that is clear, accurate and protects the interests of the property organisation and its clients.

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3.3. Suitable aids are used to ensure message is relevant and of interest to selected media.

3.4. Feedback is used to develop and implement strategies to maintain and improve the profile of the property organisation and its clients.

3.5. Communication and interpersonal techniques are used to deal with difficult situations in media interviews and effectively represent the views of the property organisation and its clients.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• evaluate information from a variety of sources to select appropriate media for communicating key message about the organisation.
Numeracy skills to:	• check complex statistical and graphical information in media releases for accuracy.
Oral communication skills to:	• conduct interviews on complex matters relating to the property industry • use language and concepts appropriate to cultural differences.
Reading skills to:	• check complex text in media releases for accuracy.
Writing skills to:	• prepare media releases.
Technology skills to:	• analyse effectiveness of different forms of media in communicating property industry-related information.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Media must include:
- online
- print

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- radio
- social
- television.

Unit Mapping Information

CPPDSM5025A Maintain public relations in the property industry

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM5025 Maintain public relations in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM5025A Maintain public relations in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also promote and maintain positive public relations for an organisation in the property industry by:

- preparing one media release
- conducting one media interview
- demonstrating how to manage relationships and networks with the media in a positive and professional manner in response to both of the following situations:
  - undertaking a promotional activity for the property industry
  - responding to adverse media coverage.

In doing the above, the person must:

- conduct media interviews that provide clear and accurate information in a professional manner and are appropriate and sensitive to the audience
- maintain positive relationships and networks with the media and industry personnel through effective communication and interpersonal techniques
- promote and maintain positive public relations for the organisation and property industry
- apply knowledge of organisation's practices, ethical standards and legislative requirements associated with preparing and distributing media releases that present a positive image for the property organisation and its clients
- review work processes to include feedback from colleagues and clients on strategies to further improve and maintain media relationships and networks.

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Knowledge Evidence

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

- forms of media
- types of media organisations in the property industry, including electronic and print
- media processes and protocols
- processes for conducting media interviews
- processes for preparing and distributing media releases
- social networking techniques
- sources of advice for dealing with the media
- techniques for dealing with adverse media coverage
- techniques for managing relationships with media and media networks
- trends in media use
- ways of using the media to convey key organisational messages.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- specifications:
  - access to specialist advice on working with the media
  - workplace policies and procedures on media relations
  - key messages to be conveyed through the media
- supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM5026 Manage a consultant property project team

Modification History

Release 1.

Replaces superseded equivalent CPPDSM5026A Manage a consultant property project team.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to select and coordinate a consultancy team to complete property projects. It requires the ability to administer project contracts; select and appoint contractors; and monitor contractor compliance with contract requirements.

The unit supports the work of those involved in selecting and coordinating a consultancy team to complete property projects. It applies to real estate agents, strata community managers, stock and station agents, Nationwide House Energy Rating Scheme (NatHERS) assessors, and home sustainaibility assessors.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Determine project requirements.	1.1. Project specifications and other relevant documentation are obtained and analysed to establish ***project requirements***.
		1.2. Consultative processes are used to negotiate and confirm contract requirements with relevant people.
		1.3. Project plan is developed and contingencies are planned to ensure contract requirements are met.
		1.4. Financial, physical and human resource requirements are identified and organised according to project plan.
		1.5. Draft documentation is reviewed to ensure accuracy and relevance of information, and disseminated to relevant people for feedback.
2.	Assess and select contractors.	2.1. Project information is reviewed and assessed to determine selection process and types of contractors required.
		2.2. Selection criteria are developed according to project requirements, ensuring adherence to ***principles of value management***.
		2.3. ***Selection processes*** are implemented in line with agreed timeframes.
		2.4. Contractor assessment, selection and appointment processes are conducted.
		2.5. Selection decision is based on evaluation of sufficient evidence against specified selection criteria to enable a judgement to be made on the best candidate.
3.	Monitor project.	3.1. Project plan is monitored against contracts and work schedules to ensure completion within designated timeframes.
		3.2. Effective communication channels are used that facilitate regular and accurate communication flow and feedback with contractor.

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		3.3.	Expenditure and resource usage are monitored to ensure objectives are achieved within project budgetary parameters.
		3.4.	Factors affecting achievement of scheduled work are identified, and variations to schedules are negotiated as required.
4.	Finalise project.	4.1.	Notification of completed project is received and checked against contract and work schedules.
		4.2.	Inspection is arranged to confirm that project meets industry standards and contract and client requirements.
		4.3.	Faults, errors and omissions are identified and prompt remedial action is arranged.
		4.4.	Business equipment and technology are used to maintain relevant documentation securely.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• evaluate information from a variety of sources to choose appropriate process for selecting and appointing consultant project team.
Numeracy skills to:	• check complex statistical and graphical information on projects.
Oral communication skills to:	• conduct selection interviews for consultant project teams undertaking complex tasks in the property industry • use language and concepts appropriate to cultural differences.
Reading skills to:	• evaluate written bids from potential project consultant teams.
Writing skills to:	• prepare specifications for consultant project team services.
Technology skills to:	• analyse effectiveness of different forms of social media communicating property industry-related information.

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Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Project requirements must include at least one of the following:	• create a new business product • create a new service • create an asset • develop a new business process • fit out a new or existing structure • improve service to clients • modify an existing structure • upgrade or modify an existing service.
Principles of value management must include:	• adherence to costing constraints • attention to detail • coordination of services • effective selection of contractor and ancillary workforce • minimisation of variations.
Selection processes must include at least one of the following:	• compulsory competitive tender • direct appointment • interview • public tender • selective tender.

Unit Mapping Information

CPPDSM5026A Manage a consultant property project team

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM5026 Manage a consultant property project team

Modification History

Release 1.

Replaces superseded equivalent CPPDSM5026A Manage a consultant property project team.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also select and manage a consultant project team to undertake a project in the property industry that involves one of the following activities:

- creating an asset
- fitting out a new or existing structure
- modifying an existing structure
- creating a new service
- upgrading or modifying an existing service
- developing a new business process
- creating a new business product
- improving a service to clients.

In doing the above, the person must:

- establish contractor requirements through research of project specifications and consultation
- apply knowledge of organisation's practices, ethical standards and legislative requirements associated with selecting and coordinating a project consultancy team
- prepare selection criteria and conduct a contractor selection process
- monitor a project against the project plan
- inspect a completed project to confirm it meets project plan requirements.

Knowledge Evidence

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

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- consultant project team roles and capabilities
- consultative processes used in property-related projects
- limitations of own work role, responsibilities and professional abilities in relation to managing consultant property project teams
- principles of value management relating to managing a consultant property project team
- processes for administering project contracts, including managing contract variations
- processes for selecting and monitoring project teams
- systems and procedures for project planning and scheduling
- type and scope of property-related projects
- types of contingencies in property-related projects
- work health and safety (WHS) issues and requirements associated with managing consultant project teams.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- specifications:
  - specialist advice on managing consultant project teams
  - tools for monitoring projects
  - workplace policies and procedures on project management
  - workplace policies and procedures on selecting and using consultant project teams
  - project specifications
- supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM5027 Provide facilities and amenities for property users

Modification History

Release 1.

Replaces superseded equivalent CPPDSM5027A Provide facilities and amenities for property users.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to provide facilities, amenities and associated services for property users. It requires the ability to establish the need for facilities and amenities; and coordinate the planning, implementation and review of services.

The unit supports the work of those involved in providing facilities and amenities and associated services for property users. It applies to real estate agents, strata community managers, and stock and station agents.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

Elements and Performance Criteria

Elements describe the	Performance criteria describe the performance needed to

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essential outcomes.		demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Determine requirements for facilities and amenities.	1.1. ***Facility and amenity*** requirements are identified in consultation with ***property users*** and other relevant people using appropriate research and survey techniques.
		1.2. Client needs are accurately assessed and clarified using appropriate consultative processes.
		1.3. Relevant documentation and legislative requirements are reviewed to ensure facilities and amenities comply with requirements.
		1.4. Situations requiring specialist advice are identified and assistance is sought as required.
2.	Plan for provision of facilities and amenities.	2.1. Provision of facilities and amenities is planned.
		2.2. Project strategies, objectives and timelines are negotiated and agreed in consultation with client.
		2.3. Monitoring and reporting arrangements for project activities are established and documented.
		2.4. Financial, physical and human resource requirements are identified and arranged according to project plan.
		2.5. Risk management plan to identify, assess and control risks is prepared and incorporated into project plan.
		2.6. Relevant approvals are obtained within designated timeframe.
3.	Coordinate implementation of facilities and amenities.	3.1. Facilities and amenities are implemented according to agreed project plan.
		3.2. Equipment and services are provided.
		3.3. Contingency arrangements for implementing facilities, and amenities are identified and activities planned to maximise quality outcomes.
		3.4. Expenditure and resource usage are monitored and controlled to ensure objectives are achieved within specified budgetary parameters.
		3.5. Regular reports on progress and outcomes are provided to relevant people according to project plan.

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4.	Review effectiveness of facilities and amenities.	4.1. Systematic review processes and established ***evaluation methods*** are used to assess effectiveness of facilities and amenities.
		4.2. Feedback from users is used to confirm quality of facilities and amenities, and to identify areas for future improvement.
		4.3. Identified non-conformances and non-compliances are documented and referred for action.
		4.4. Evaluation results and recommendations for improvements to processes are prepared in required format, style and structure, and presented to relevant people within agreed timeframes.
		4.5. Business equipment and technology are used to maintain relevant documentation.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• evaluate information from a variety of sources to select appropriate amenities and facilities for property users.
Numeracy skills to:	• check complex statistical and graphical information on use of facilities and amenities.
Oral communication skills to:	• ask questions to determine property user preferences for facilities and amenities • use language and concepts appropriate to cultural differences.
Reading skills to:	• evaluate written reports on property users' needs for facilities and amenities.
Writing skills to:	• prepare specifications for facilities and amenities.
Digital literacy skills to:	• access online information on trends in property users' preferences for facilities and amenities.

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Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Facilities and amenities must include at least two of the following:	• access controls • business support • car parking and bicycle storage • child care • common areas • communications facilities • gymnasium • firefighting and other essential service equipment • lifts and escalators • meeting places • minding services • postal facilities • public address systems • recreation and entertainment facilities • recycling facilities • security facilities • storage facilities • swimming pool • waste management facilities • wi-fi and internet access.
Property users must include:	• occupiers • owners • service providers • tenants • visitors.
Evaluation methods must include:	• qualitative methods • quantitative methods.

Unit Mapping Information

CPPDSM5027A Provide facilities and amenities for property users

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Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM5027 Provide facilities and amenities for property users

Modification History

Release 1.

Replaces superseded equivalent CPPDSM5027A Provide facilities and amenities for property users.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also provide facilities, amenities and associated services for property users; planning and coordinating the provision; and reviewing the operations of one of the following properties:

- commercial building
- educational institution
- hospital or health centre
- industrial complex
- industrial estate
- public building
- shopping centre
- strata scheme.

The above property may be a new facility or amenity, or the upgrade of an existing facility or amenity for its users.

In doing the above, the person must:

- coordinate the implementation of facilities and amenities, ensuring equipment and services meet manufacturer and supplier specifications, and expenditure and resource use are monitored against budgets
- evaluate effectiveness of facilities and amenities and feedback from users and recommend improvements to processes

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- identify requirements for facilities and amenities by consulting with property users and reviewing documentation
- apply knowledge of organisation's practices, ethical standards and legislative requirements associated with providing facilities, amenities and associated services for property users
- plan the provision of facilities and amenities, incorporating strategies for monitoring and reporting, risk management, resource needs, and gaining necessary approvals.

Knowledge Evidence

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

- demographics of property users
- evaluation methods for assessing effectiveness of building facilities and amenities
- facilities and amenities for different types of properties and user groups
- planning methods and techniques
- product information on facilities and amenities
- public liability and insurance issues associated with installing facilities and amenities
- risk management strategies relating to facilities and amenities
- techniques for consulting with property users
- techniques for determining property users' requirements for facilities and amenities
- warranties, guarantees and service contracts for facilities and amenities
- work health and safety (WHS) issues associated with installing and using facilities and amenities.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- specifications:
  - specialist advice on facilities and amenities for different types of properties and user groups
  - building drawings and plans
  - workplace policies and procedures on consulting with property users
- supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the *Standards for Registered Training Organisations* (RTOs) current at the time of assessment.

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM5029 Manage client relationships and networks in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM5029A Manage client relationships and networks in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to maintain positive business relationships and active professional networks in the property industry. It requires the ability to share and promote professional experiences within a network, and use interpersonal skills to build trust and improve client relationships.

The unit supports the work of those involved in maintaining business relationships and professional networks. It applies to real estate agents, strata community managers, stock and station agents, Nationwide House Energy Rating Scheme (NatHERS) assessors, and home sustainability assessors.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Identify relationship and network requirements.	1.1. ***Relationships and networks*** required to achieve business goals and objectives are systematically identified.
		1.2. Consultative processes are used to identify and verify relationship and network requirements.
		1.3. Business equipment and technology are used to organise and maintain information for easy access and retrieval.
		1.4. Strategies are developed to obtain ongoing feedback to maintain and improve client relationships.
2.	Establish and maintain client relationships.	2.1. Communication methods are adapted to meet client-preferred communication style.
		2.2. Client preferences, needs and expectations are confirmed and clarified using appropriate communication techniques.
		2.3. Clear and constructive client advice is provided, detailing service provision outcomes, current needs and future options.
		2.4. Feedback from clients and colleagues is used to assess quality of own performance and identify areas for improvement.
3.	Participate and influence business networks.	3.1. Professional networks and relevant business relationships are maintained to provide identifiable benefits for clients and the organisation.
		3.2. Interactions with network members reflect sensitivity to social and cultural differences and individual needs.
		3.3. Appropriate negotiation skills are used to promote and encourage participation in a supportive environment for network members.
		3.4. Future support and service requirements for network members are identified and addressed in consultation with relevant people.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• source and evaluate information to identify appropriate business networks.
Oral communication skills to:	• negotiate with industry members to promote participation and gain support for business networks • use language and concepts appropriate to cultural differences.
Reading skills to:	• evaluate written reports on operations and effectiveness of business networks.
Writing skills to:	• prepare complex texts for use in presenting organisational viewpoints in business networks.
Digital literacy skills to:	• prepare presentations for use in presenting organisational viewpoints in business networks.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Relationships and networks must include at least two of the following:

- advocacy groups
- committees, including advisory committees
- community service groups
- corporate social responsibility organisations
- government agencies
- internal and external clients
- lobby groups
- local inter-agency groups
- professional, industry and occupational associations
- project-specific ad hoc consultative or reference groups
- specific interest or support groups
- sponsors
- strata communities
- suppliers

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- supporting professionals and advisers
- work teams.

Unit Mapping Information

CPPDSM5029A Manage client relationships and networks in the property industry

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM5029 Manage client relationships and networks in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM5029A Manage client relationships and networks in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also:

- identify and maintain one business relationship or professional network in the property industry
- establish and maintain one client relationship
- demonstrate having influenced one issue in one professional network.

In doing the above, the person must:

- develop and implement feedback strategies to obtain information from relevant people on ways to improve relationships and delivery of client services
- identify networking requirements through consultation with clients and colleagues
- apply knowledge of organisation's practices and ethical standards associated with maintaining positive business relationships and active professional networks
- maintain up-to-date computer databases of relevant contacts and associated information
- promote and participate in networks and provide support to network members
- select appropriate methods and adapt communication styles when communicating with clients.

Knowledge Evidence

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

- benefits of establishing relationships and business networks
- key features of principal communication styles
- features of ethical business relationships

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- networking strategies
- principles and operations of networks
- techniques for building relationships of trust, including with people from different cultures.
- techniques for obtaining ongoing feedback to maintain and improve client relationships.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- physical conditions:
  - clients and business networks
- specifications:
  - sources of information on property industry networks
  - ethical standards for business relationships and networks
  - workplace policies and procedures on business relationships and networks
- supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM5030 Manage projects in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM5030A Manage projects in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to plan, organise and monitor projects in the property industry. It requires the ability to establish project requirements, monitor quality assurance processes, and evaluate project processes and outcomes.

The unit supports the work of those involved in planning, organising and monitoring projects. It applies to real estate agents, strata community managers, stock and station agents, Nationwide House Energy Rating Scheme (NatHERS) assessors, and home sustainaibility assessors.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

Elements and Performance Criteria

Elements describe the	Performance criteria describe the performance needed to

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essential outcomes.		demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Determine project requirements.	1.1. ***Project*** brief is identified and analysed to determine project requirements.
		1.2. Project objectives and timelines are negotiated and agreed in consultation with client.
		1.3. Roles and responsibilities associated with project implementation are clearly defined and documented.
		1.4. ***Quality assurance goals and strategies*** are established.
		1.5. Monitoring and reporting arrangements for project activities are established and documented.
		1.6. Risk management plan to identify, assess and control ***risks*** is developed and incorporated into project plan.
		1.7. ***Project plan*** is developed and reviewed to ensure it accurately reflects agreed terms and conditions.
2.	Organise support processes.	2.1. Resource requirements are identified and organised according to project plan.
		2.2. Targets and milestones are identified and linked to achievement of outcomes according to project plan.
		2.3. Effective communication strategies to encourage regular and accurate communication flow and feedback are established.
		2.4. Documentation and checklists associated with project plan implementation are prepared and disseminated.
		2.5. Contingencies are identified and activities planned to maximise quality outcomes.
3.	Monitor project processes and outcomes.	3.1. Project progress is systematically monitored and variations to project plan are verified with client and adjusted accordingly.
		3.2. Expenditure and resource usage are monitored and controlled to ensure objectives are achieved within specified parameters.
		3.3. Coaching and mentoring assistance is provided to project team as required to overcome difficulties

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		throughout implementation process.
		3.4. Regular reports on project progress and outcomes are provided to client and project team to ensure adherence to project plan.
		3.5. Systems, records and reporting procedures are maintained.
4.	Evaluate project outcomes.	4.1. Project processes and outcomes are evaluated.
		4.2. Systematic review processes and established evaluation methods are identified and used to assess project processes and outcomes.
		4.3. Evaluation results and recommendations are prepared and presented to management.
		4.4. Relevant documentation is completed and processed.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain up-to-date information on project management strategies.
Oral communication skills to:	• reach agreement with stakeholders on procedures to be followed in project planning and implementation • use language and concepts appropriate to cultural differences.
Reading skills to:	• evaluate written progress and final reports on project activities.
Writing skills to:	• prepare complex texts for use in presenting reports on project activities.
Digital literacy skills to:	• prepare presentations for use in communicating information on the project in an accessible manner to project stakeholders.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation,

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needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Project must include:	• outcomes that are focused on the property industry.
Quality assurance goals and strategies must include at least four of the following:	• formal structure against which progress can be evaluated • budgets and timetables that enable the commitment of resources at appropriate points in the project • compliance with Australian standards • contingency plans to cater for a change of corporate focus or significant project difficulties • continuous improvement strategies • mechanisms for involving a wide variety of interested parties or stakeholders in the project • procedures for monitoring and evaluating project outcomes and client satisfaction • reducing risk by anticipating, evaluating and developing strategies for managing possible problems • reporting procedures and protocols.
Risks must include at least four of the following:	• budget constraints • competing work demands • inadequate active participation in the quality management process by all stakeholders • resource and material availability • equipment and technology breakdown • time delays • workplace hazards, risks and controls.
Project plan must include at least five of the following:	• formal structure against which progress can be evaluated • acquisition strategies • budgets and timetables that enable the commitment of resources at appropriate points in the project • consultation strategies to involve stakeholders • contingency plans to cater for changes or significant project difficulties • objectives, scope and expected benefits of the project • project implementation plans • project management methodology to be used • quality assurance procedures • risk management plans • specifications • structure of the project • transition plans.

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Unit Mapping Information

CPPDSM5030A Manage projects in the property industry

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM5030 Manage projects in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM5030A Manage projects in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also plan, organise and monitor one project in the property industry.

In doing the above, the person must:

- develop and implement feedback strategies to obtain information from relevant people on ways to improve relationships and delivery of client services
- identify networking requirements through consultation with clients and colleagues
- apply knowledge of organisation's practices and ethical standards associated with maintaining positive business relationships and active professional networks
- maintain up-to-date computer databases of relevant contacts and associated information
- promote and participate in networks and provide support to network members
- select appropriate methods and adapt communication styles when communicating with clients.

Knowledge Evidence

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

- consultative processes used in property-related projects
- contingency and risk analysis techniques
- continuous improvement processes relating to managing projects
- key project success factors and typical project pitfalls
- limitations of own work role, responsibilities and professional abilities in relation to managing projects
- organisational quality systems, such as:
  - issues relating to client satisfaction

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    - recording systems
    - strategic planning processes
- project management concepts and principles
- project management systems and tools, such as:
    - critical path method
    - program evaluation and review technique (PERT)
- processes for administering project contracts, including managing contract variations
- systems and procedures for project planning and scheduling
- type and scope of property-related project specified in the performance evidence
- types of contingencies in property-related project.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
    - computer system with internet, email and printing facilities
- material:
    - project management software
- specifications:
    - project specifications
    - sources of information on project management
    - workplace policies and procedures on project management
- supervisor:
    - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM5039 Meet legal requirements in managing strata communities

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to comply with the legal requirements associated with managing strata communities. It includes identifying legal requirements; complying with relevant legislation, codes and regulatory requirements, and administering contracts for providing and/or procuring goods and services.

The unit supports the work of those involved in managing strata communities. It applies to strata managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

Elements and Performance Criteria

Elements describe the Performance criteria describe the performance needed to

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essential outcomes.	demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Identify legal requirements associated with managing strata communities.	1.1. Reliable sources of information are identified and accessed to ensure that knowledge of ***legislation and regulations applying to strata communities*** is current, comprehensive and relevant.
	1.2. Professional relationships and networks are established and maintained to facilitate personal awareness of legislation and regulations relevant to managing strata communities.
	1.3. Applicable legislation and regulations are identified and their relationship to work practices is established.
2. Comply with legislation, codes and regulatory requirements.	2.1. Systems are established to ensure compliance with the legislative and regulatory requirements associated with managing strata communities.
	2.2. ***Duties and obligations*** of strata manager, lot owners and owners committees in relation to compliance with legislative and regulatory requirements are identified and communicated to relevant parties.
	2.3. Legal documents are identified, maintained and securely stored to ensure accessibility.
	2.4. Compliance with legal and regulatory requirements is monitored.
	2.5. Situations involving non-compliance with relevant legislative and regulatory requirements are reported and corrective actions are taken in line with organisational, strata community and legislative requirements.
3. Administer contracts.	3.1. Duties and obligations of strata manager in relation to administration of contracts are confirmed.
	3.2. Proposed contract is presented and terms and conditions are reviewed in consultation with strata community.
	3.3. Risks associated with contract terms and conditions are identified and action to mitigate risks is determined.
	3.4. Situations requiring specialist advice are identified and assistance is sought as required.

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3.5. Instruction is taken from strata community on contract requirements.

3.6. Terms of contracts for provision of goods and services are negotiated with potential suppliers and contract documentation is updated as required.

3.7. Contracts are finalised ensuring that they are signed and exchanged between the relevant parties, and contract documentation is safely stored.

3.8. Performance of contractor is monitored and non-compliance is addressed and reported to strata community.

3.9. Plan for contract evaluation and renewal options are established.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain up-to-date information on legal requirements associated with managing strata communities.
Oral communication skills to:	• ask questions to clarify own understanding of legal requirements associated with managing strata communities • use language and concepts appropriate to cultural differences.
Reading skills to:	• read, extract information and interpret legislation and associated regulations applying managing strata communities.
Writing skills to:	• prepare routine text that explains relevant legislation and associated regulations to lot owners, occupiers, owners committees, industry stakeholders and colleagues.
Technology skills to:	• access online sources of information on legal requirements associated with managing strata communities.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of

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the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Legislation and regulations applying to strata community must include:	• anti-discrimination • banking and investment • building code • consumer protection and trade practices • contracts • equal employment opportunity (EEO) • electronic transactions • environmental issues • fencing • industrial relations • insurance • nuisance and trespass • privacy • residential tenancy • sale of property • swimming pools • taxation • water • work health and safety.
Duties and obligations must include:	• expectations of different parties • legislative requirements of strata managers • maintaining records • maintaining up-to-date knowledge and sources of information on legislation relevant to strata communities • duty of care obligations • identifying and reporting potential conflict of interests • responsibilities with regard to communicating and reporting.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM5039 Meet legal requirements in managing strata communities

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also comply with the legislative and regulatory requirements associated with managing strata communities.

In doing the above, the person must source relevant legislation and regulations and apply this information to perform each of the following on behalf of a strata community:

- check compliance with work health and safety (WHS) legislation
- check compliance with the provisions of legislation applying to strata community
- check that common property is managed in compliance with relevant legislation
- administer a contract for works to be performed or services to be provided.

In doing the above, the person must also:

- identify legal requirements associated with managing strata communities
- comply with identified legislative and regulatory requirements
- maintain knowledge of legislation impacting on strata communities
- identify key provisions of contract law
- administer contracts.

Knowledge Evidence

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

- duties and obligations of strata manager, owners committee and lot owners in relation to compliance with legislative and regulatory requirements

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- key requirements of federal, state or territory legislation and local government regulations affecting strata communities
- principles of contract law
- relevant industry code of conduct
- WHS issues and requirements.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- physical conditions:
  - access to professional associations, networks and peer support activities
- specifications:
  - relevant legislation and associated regulations
  - workplace policies and procedures on compliance with legislation, including procedures for dealing with non-compliance
- supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM5040 Meet ethical and professional standards in managing strata communities

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to ensure that strata managers apply current and relevant professional, ethical and conduct standards in interacting with lot owners, occupiers, owners committees, and industry stakeholders in the general management of strata communities. The unit requires knowledge of professional codes of ethics and their application to practice. It requires the ability to consider a range of ethical issues and to reflect on and continuously develop professional practice.

The unit supports the work of those involved in managing strata communities. It applies to strata managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Identify professional, ethical and conduct standards.	1.1. Reliable ***sources*** of information are identified and accessed to ensure that personal knowledge of professional, ethical and conduct standards is current, comprehensive and relevant.
		1.2. Productive professional relationships and networks are established and maintained to facilitate awareness of current issues relating to professional, ethical and conduct standards.
		1.3. Applicable professional, ethical and conduct standards are identified and their relationship to work practices is established.
2.	Apply professional, ethical and conduct standards.	2.1. Professional, ethical and conduct standards relevant to specific work assignments are identified.
		2.2. ***Duties and obligations*** associated with complying with professional, ethical and conduct standards are examined and fulfilled.
		2.3. Ethical, professional and conduct standards are applied in resolving work-related issues.
		2.4. Ethical, professional and conduct standards and practice are promoted with clients and colleagues.
		2.5. Situations involving non-compliance with relevant professional, ethical and conduct standards are reported in line with organisational, industry and legislative requirements.
3.	Evaluate own professional practice.	3.1. Own professional practice is monitored and reviewed against relevant professional, ethical and conduct standards.
		3.2. Advice and feedback are sought on performance to improve ethical practice.
		3.3. Professional development activities and networks are evaluated and accessed to address needs in relation to compliance with and knowledge of relevant

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professional, ethical and conduct standards.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain up-to-date information on professional, ethical and conduct standards.
Oral communication skills to:	• ask questions to clarify own understanding of professional, ethical and conduct standards • use language and concepts appropriate to cultural differences.
Reading skills to:	• read, extract information and interpret professional, ethical and conduct standards.
Writing skills to:	• prepare routine text that explains relevant professional, ethical and conduct standards to clients and colleagues.
Technology skills to:	• access online sources of information on professional, ethical and conduct standards • participate in webinars and other electronic forms of professional development relevant to professional, ethical and conduct standards.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Sources must include:	• legislative requirements • strata industry codes of conduct.
Duties and obligations must include:	• compliance with relevant industry and legislative codes of conduct • duty of care obligations • identifying and reporting potential conflict of interests • responsibilities with regard to communicating and reporting.

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Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM5040 Meet ethical and professional standards in managing strata communities

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also meet the professional, ethical and conduct standards required to effectively manage strata communities.

In doing the above, the person must source information on relevant professional, ethical and conduct standards, apply this information to resolve four of the following different workplace issues, and provide a written evaluation on own performance in addressing each issue:

- potential conflict of interest in business relations
- potential conflict of interest in contract management
- conflict between client requirements and industry standards
- differences in expectations caused by cultural requirements
- dilemmas caused by tensions between personal and professional standards of practice and values.

In doing the above, the person must also:

- apply codes of ethics and conduct, and professional standards to practice
- analyse practice and participate in professional development activities and networks to address identified needs
- maintain knowledge of ethical and professional issues and requirements.

Knowledge Evidence

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

- industry standards of professional behaviour and presentation relating to practice

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- networks relevant to own professional practice
- professional techniques, strategies and responsibilities of strata managers
- types and sources of professional resources
- situations posing dilemmas and their implications for professional judgment and decisions
- relevant professional codes of ethics and conduct.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- physical conditions:
  - professional associations, networks and peer support activities
- specifications:
  - relevant professional, ethical and conduct standards
  - workplace policies and procedures on professional, ethical and conduct standards, including procedures for dealing with non-compliance
- supervisor:
  - member of a work team in a strata community management context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPDSM6007 Develop life cycle asset management plans

Modification History

Release 1.

Replaces superseded equivalent CPPDSM6007A Develop life cycle asset management plan.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to develop a life cycle asset management plan. It requires the ability to determine asset management objectives, carry out strategic analysis, and interpret an asset management plan.

The unit supports the work of those involved in developing a life cycle asset management plan. It applies to real estate agents, strata community managers, and stock and station agents.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Determine asset management objectives.	1.1.	***Asset*** management objectives are assessed and clarified using appropriate research and survey techniques and consultative processes.
		1.2.	Strategic plans and other information are obtained and asset management issues analysed.
		1.3.	Roles and responsibilities associated with developing an asset management plan are clearly defined and documented.
		1.4.	Monitoring and reporting arrangements for ***asset management activities*** are determined.
		1.5.	Information is reviewed to ensure accuracy, and a detailed budget and sinking fund forecast are prepared.
		1.6.	Applicable industry, organisational and legislative requirements are interpreted and complied with.
2.	Conduct strategic analysis.	2.1.	Information on current and future asset requirements is accessed and evaluated according to organisational policies and procedures.
		2.2.	Economic trends and market developments are identified and evaluated in terms of potential factors that may impact on asset management objective.
		2.3.	Comparative market data is obtained and analysis undertaken using standard financial analysis techniques.
		2.4.	Risks and contingencies are identified and quantified according to industry standards, precedents and techniques.
3.	Design support processes.	3.1.	Key performance criteria for measuring the achievement of objectives and strategies are developed and incorporated into asset management plan.
		3.2.	Financial, physical and human resources to support the asset management plan are determined and organised within budget parameters.
		3.3.	Quality assurance goals and strategies are determined.
		3.4.	Draft asset management plan is prepared using business equipment and technology.

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4.	Review and evaluate asset management plan.	4.1.	Asset management plan is reviewed and evaluated.
		4.2.	Systematic review processes are established and evaluation methods used to assess strategic processes and outcomes.
		4.3.	Evaluation results are prepared.
		4.4.	Recommendations for improving strategy are presented to management within agreed timeframes.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• maintain up-to-date information on asset management strategies.
Oral communication skills to:	• ask questions to clarify own understanding of risks associated with different asset management strategies • use language and concepts appropriate to cultural differences.
Reading skills to:	• read, extract and interpret information in reports on economic conditions to determine factors that may influence the selection of asset management strategies.
Writing skills to:	• prepare asset management plans.
Technology skills to:	• access online sources of information on asset management strategies.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Assets must be dynamic or static and include at least one of the following:	• buildings • equipment • furniture • goodwill • land

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	• property • vehicles.
Asset management activities must include at least one of the following:	• accounting, including cost accounting • asset creation and acquisition • asset maintenance • asset strategies • audit and management reviews • condition and performance monitoring • disposals • information and support systems • operations • renewals.

Unit Mapping Information

CPPDSM6007A Develop life cycle asset management plan

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPDSM6007 Develop life cycle asset management plans

Modification History

Release 1.

Replaces superseded equivalent CPPDSM6007A Develop life cycle asset management plan.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also develop a life cycle asset management plan for one property-related asset.

In doing the above, the person must:

- conduct a risk analysis and evaluate potential factors that may impact on asset management objectives
- establish asset management objectives
- apply knowledge of organisation's practices, ethical standards and legislative requirements associated with developing a life cycle asset management plan
- formulate, review and evaluate an asset management strategy
- prepare a detailed budget outlining resource requirements to support asset management activities.

Knowledge Evidence

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

- asset life cycle
- asset management plans
- basic knowledge of property contracts and administrative requirements
- building codes and Australian standards relating to life cycle asset management plans
- building construction practice
- common hazards to public and personal safety associated with particular types of maintenance work in buildings
- industry benchmarks for maintenance procedures

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- limitations of own work role, responsibilities and professional abilities
- organisational and professional procedures, ethical practices and business standards
- property-related assets
- key requirements of federal, state or territory legislation and local government regulations relating to asset management, including building control legislation
- work health and safety (WHS) issues and requirements relating to developing life cycle asset management plans.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system with internet, email and printing facilities
- specifications:
  - relevant legislation and associated regulations
  - workplace policies and procedures on asset management
  - specification for an asset for which a life cycle asset management plan is required
- supervisor:
  - member of a work team in a property industry context.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSEC2101 Apply effective communication skills to maintain security

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC2001A Communicate effectively in the security industry.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to apply oral, non-verbal and written communication skills to maintain security.

It includes:

- gathering information from a range of sources including standard operating procedures and signs written in English to understand and comply with workplace policies and legal rights and responsibilities
- using observation, listening, oral and non-verbal communication skills to interact with others and request behaviour modification in a manner that accounts for cultural differences, avoids aggression or hostility, and encourages conflict resolution
- using telephone and radio systems to report security risks
- using notebooks and information technology to record and store incident details.

It applies to people working under general supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the	Performance criteria describe what needs to be done to

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essential outcomes.	demonstrate achievement of the element.
1. Gather, convey and receive information for security work.	1.1 Locate, read and apply standard operating procedures, workplace policies and other written information required to complete work instructions to ensure compliance with legal rights and responsibilities. 1.2 Use listening and observation skills to receive and interpret spoken and non-verbal information. 1.3 Use oral and non-verbal communication to develop and maintain positive relationships, mutual trust and confidence. 1.4 Clarify understanding of received information with relevant persons using clear and concise language, questioning and summarising.
2. Request behaviour modification to maintain security.	2.1 Observe the work area and identify person demonstrating disruptive or inappropriate behaviour. 2.2 Exchange information with person using non-verbal and oral communication that takes account of social and cultural differences, and uses basic strategies to overcome language barriers. 2.3 Explain required behaviour and request modification in a manner that avoids an aggressive or hostile response.
3. Report security risks using telephone and radio systems.	3.1 Check radio or phone features and control functions to confirm sufficient battery and signal levels and that system is fully operational. 3.2 Select radio channel appropriate for the location and type of communication. 3.3 Convey security risk information using appropriate language, protocols and codes and following standard operating procedures. 3.4 Receive and answer incoming communications promptly using clear and concise language and following standard operating procedures.
4. Complete and store security records.	4.1 Write security incident details in notebook ensuring information is accurate, concise and easy to read. 4.2 Complete security incident form using clear and concise language and factual accuracy. 4.3 Use information technology to enter, save, retrieve and export security information in a manner that complies with organisational standards of style, format and accuracy. 4.4 Store information securely in accordance with standard

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	operating procedures.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to provide information or advice using structure and language to suit the audience
- writing skills to record and describe observations
- reading skills to understand and follow:
- standard operating procedures and policies that clarify legal rights and responsibilities and work tasks
- signs and forms written in English
- speaking and listening skills to exchange information with others in the workplace, including using questioning to clarify and confirm understanding and communicating with emergency service
- numeracy skills to calculate time when recording incident details
- problem solving skills to find solutions to defuse conflict
- self-management skills to plan tasks to meet job requirements
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others
- technology skills to use information technology to record and maintain security information.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC2001A Communicate effectively in the security industry.

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

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Assessment Requirements for CPPSEC2101 Apply effective communication skills to maintain security

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC2001A Communicate effectively in the security industry.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must apply effective communication skills to maintain security and request behaviour modification from two different people:

- one person who is being verbally abusive
- one person who is behaving in a physically aggressive manner.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when applying communication skills to maintain security:
  - anti-discrimination and diversity
  - use of force
- workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- basic communication process
- common barriers to effective communication
- how to read and use non-verbal communication to gain the confidence of others
- requirements for recording incident information that is factual and may be used as evidence in court
- strategies for overcoming language barriers
- the phonetic alphabet and how it is used
- types of non-verbal communication that can increase fear, aggression or hostility in others
- ways that social and cultural differences may be expressed.

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Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to apply effective communication skills to maintain security
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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

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CPPSEC2103 Apply WHS, emergency response and evacuation procedures to maintain security

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 7.0.

Supersedes and is equivalent to CPPSEC2002A Follow workplace safety procedures in the security industry.

Updated to meet the Standards for Training Packages.

Release 2 This version first released with CPP Property Services Training Package Release 7.1.

Supersedes and is equivalent to CPPSEC1004A Apply health care security procedures.

Application

This unit specifies the skills and knowledge required to apply workplace health and safety (WHS), emergency response and evacuation procedures to maintain security and ensure the safety of self and others in the work environment.

It includes:

- clarifying and applying policies and procedures to comply with legal rights and responsibilities
- identifying, assessing and controlling security hazards and risks within the limits of own authority
- working with others to identify and respond to emergency situations including evacuation of the work area
- participating in a review of an emergency response to identify procedural improvements.

It applies to people working under general supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

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Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Follow WHS procedures and prepare for emergency response.	1.1 Read WHS and emergency procedures and workplace policies and apply to work tasks to ensure compliance with legal rights and responsibilities. 1.2 Clarify emergency procedures, personal authority and response limitations with relevant persons. 1.3 Identify and locate emergency resources and instructions within the workplace. 1.4 Select and use communications and personal protective equipment (PPE) to follow safe work practices.
2. Identify, assess and control security hazards and risks.	2.1 Identify hazards in the work area and assess security risks. 2.2 Report hazards and risks immediately to relevant persons following workplace procedures. 2.3 Use the hierarchy of control to select and apply appropriate methods to control the hazard or minimise risk as far as possible within limits of own authority.
3. Identify and respond to emergency situation.	3.1 Identify emergency situation and promptly notify emergency personnel and relevant persons. 3.2 Follow emergency response procedures and comply with instructions to maintain security within limits of own competence and authority. 3.3 Seek information from relevant persons to maintain situational awareness. 3.4 Identify need to evacuate from the work area according to nature of emergency and immediate danger level. 3.5 Select safe evacuation pathway and methods following emergency procedures and instructions and modify evacuation pathway as required. 3.6 Communicate regularly with relevant persons and others in the work area to give and receive instructions. 3.7 Evacuate work area following emergency procedures.

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4. Complete documentation and assist review of emergency response.	4.1 Record details of identified hazards, risks and incidents using workplace documentation. 4.2 Discuss WHS arrangements and emergency response with relevant persons to seek feedback, exchange information and identify procedural improvements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to provide information or advice in a form that is preferred and understood by the receiver
- writing skills to record and describe observations, actions, hazards, risks and incidents, and to complete forms
- reading skills to understand and follow:
  - standard operating procedures and policies that clarify legal rights and responsibilities and WHS requirements
  - emergency response and evacuation procedures and instructions that may be written in English or in diagrammatic form
- speaking and listening skills to:
  - ask questions and listen to answers to seek information and confirm spoken instructions
  - orally report WHS and emergency information
  - communicate with emergency services
- numeracy skills to estimate time required to carry out emergency procedures
- problem solving skills to adjust evacuation pathways where the usual means of evacuation are blocked or endangered
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others.

Unit Mapping Information

Release 1 This version first released with CPP Property Services Training Package Release 7.0.

Supersedes and is equivalent to CPPSEC2002A Follow workplace safety procedures in the security industry.

Updated to meet the Standards for Training Packages.

Release 2 This version first released with CPP Property Services Training Package Release 7.1.

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Supersedes and is equivalent to CPPSEC1004A Apply health care security procedures.

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

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Assessment Requirements for CPPSEC2103 Apply WHS, emergency response and evacuation procedures to maintain security

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 7.0.

Supersedes and is equivalent to CPPSEC2002A Follow workplace safety procedures in the security industry.

Updated to meet the Standards for Training Packages.

Release 2 This version first released with CPP Property Services Training Package Release 7.1.

Supersedes and is equivalent to CPPSEC1004A Apply health care security procedures.

Performance Evidence

To demonstrate competency in this unit, a person must apply workplace health and safety (WHS), emergency response and evacuation procedures to maintain security for the following three scenarios:

- identify and control two different types of hazards in the work area
- respond to a bomb threat requiring evacuation of the work area
- respond to an accident involving injury to a person.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when applying WHS, emergency response and evacuation procedures to maintain security:
  - duty of care
  - limits of own authority
  - WHS or occupational health and safety (OHS)
- approved communication terminology, call signs and radio channels used by emergency personnel
- basic definition of a ‘hazard’

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- basic definition of a 'risk'
- circumstances where evacuation methods or pathways may need to be modified
- current national terrorism threat level and context
- emergency warning system, resources, signals and instructions used in the workplace
- how to apply the hierarchy of control to control hazards and minimise risk
- location of assembly areas and post-evacuation actions
- location of emergency equipment in the workplace
- procedures for communicating and collaborating with emergency services
- process of dynamic risk assessment and how it is applied
- purpose of Australia's *Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack
  - signs of chemical weapons attack and recommended response
  - general features of improvised explosive devices and recommended incident response
- range and meanings of common WHS signs and symbols
- types of behavioural anomalies and suspect behaviours that can indicate criminal activity, hostile reconnaissance or the potential for terrorist activity
- types of security emergencies and the basic hazards and evacuation actions associated with each one.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to apply WHS, emergency response and evacuation procedures to maintain security

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- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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

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CPPSEC2104 Apply risk assessment to select and carry out response to security risk situations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 7.0.

Supersedes and is equivalent to CPPSEC2004B Respond to security risk situation.

Updated to meet the Standards for Training Packages.

Release 2 This version first released with CPP Property Services Training Package Release 7.1.

Supersedes and is equivalent to CPPSEC1001A Identify and report security risk situations.

Application

This unit specifies the skills and knowledge required to apply risk assessment to select and carry out responses to identified security risk situations.

It includes:

- clarifying and applying standard operating procedures and workplace policies including workplace health and safety (WHS) to comply with legal rights and responsibilities
- following procedures to identify and report potential security risks and use risk assessment methods to carry out a response that is proportionate to the level of risk and own authority
- participating in a review of the response and identifying improvements to future response procedures.

It applies to people working under general supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

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Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Confirm work procedures and legal requirements for responding to security risk situations.	1.1 Read standard operating procedures including WHS to clarify own responsibilities and authority to respond to security risk situations. 1.2 Read workplace policies and procedures and apply to work tasks to comply with legal rights and responsibilities when responding to security risk situations.
2. Monitor environment and identify security risks.	2.1 Monitor environmental factors to maintain situational awareness in accordance with workplace requirements. 2.2 Identify potential security risk situations.
3. Assess risks and select security responses.	3.1 Assess degree of risk to self, others, property and premises. 3.2 Select security response proportionate to level of risk and own authority, and seek advice or assistance as required from relevant persons.
4. Respond to security risk situations and record details.	4.1 Carry out security responses to ensure the safety and security of self, others, property and premises is maximised within the scope of own responsibility, competency and authority. 4.2 Use security equipment to communicate clear and accurate information to relevant persons and assist security responses according to standard operating procedures. 4.3 Secure and preserve incident scenes and maintain security following response procedures. 4.4 Record incident details in notebook using clear, concise and factual information.
5. Assist in review of security responses.	5.1 Participate in review of security responses and provide observations in a clear, concise and constructive manner. 5.2 Identify effects of stress related to own well-being and use appropriate stress management techniques. 5.3 Identify areas, in discussion with relevant persons, for improving future response procedures and for reducing the effects of stress.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to provide information or advice using structure and language to suit the audience
- writing skills to record and describe observations
- reading skills to understand and follow standard operating procedures and policies that clarify legal rights and responsibilities and WHS requirements
- speaking and listening skills to ask questions and listen to answers to gain information or confirm understanding when communicating details of risk situations and communicating with emergency services
- numeracy skills to estimate time required to carry out security response procedures
- problem solving skills to match security responses to degrees of risk
- self-management skills to plan tasks to meet response requirements
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others.

Unit Mapping Information

Release 1 This version first released with CPP Property Services Training Package Release 7.0.

Supersedes and is equivalent to CPPSEC2004B Respond to security risk situation.

Updated to meet the Standards for Training Packages.

Release 2 This version first released with CPP Property Services Training Package Release 7.1.

Supersedes and is equivalent to CPPSEC1001A Identify and report security risk situations.

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

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Assessment Requirements for CPPSEC2104 Apply risk assessment to select and carry out response to security risk situations

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 7.0.

Supersedes and is equivalent to CPPSEC2004B Respond to security risk situation.

Updated to meet the Standards for Training Packages.

Release 2 This version first released with CPP Property Services Training Package Release 7.1.

Supersedes and is equivalent to CPPSEC1001A Identify and report security risk situations.

Performance Evidence

To demonstrate competency in this unit, a person must apply risk assessment to select and carry out appropriate responses to two different security risk situations:

- one risk situation involving a suspicious package in a public area
- one risk situation involving a person behaving in an aggressive and threatening manner.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when selecting and carrying out responses to security risk situations:
  - apprehension, arrest and restraint of persons
  - counter terrorism
  - duty of care
  - licensing requirements and limits of own authority
  - use of force
  - use of self-defence techniques
  - workplace health and safety (WHS)

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- approved communication terminology, call signs and radio channels used in the security industry
- approved security response options
- basic understanding of the force model
- current national terrorism threat level and context
- methods and reasons for securing and preserving an incident or crime scene
- methods for preserving, maintaining, storing and transporting evidence and exhibits that may be used in court
- potential adverse health effects arising from the use of force or physical restraint including positional asphyxia
- procedures for communicating and collaborating with emergency services personnel
- process of dynamic risk assessment and how it is applied
- purpose of Australia's *Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack
  - signs of chemical weapons attack and recommended response
  - general features of improvised explosive devices and recommended incident response
- signs and indicators of stress
- signs of possible harassment or assault
- techniques for recognising and controlling own stress
- types of behavioural anomalies and suspect behaviours that can indicate criminal activity, hostile reconnaissance or the potential for terrorist activity
- types of behaviours and non-verbal language that can escalate conflict
- types of security risks that may be present in the work environment.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer’s licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

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Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to apply risk assessment to select and carry out response to security risk situations
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations
- a suspicious package to enable achievement of 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

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CPPSEC2105 Provide quality services to a range of security clients

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 7.0.

Supersedes and is equivalent to CPPSEC2006B Provide security services to clients.

Updated to meet the Standards for Training Packages.

Release 2 This version first released with CPP Property Services Training Package Release 7.1.

Supersedes and is equivalent to CPPSEC1002A Apply retail security procedures.

Application

This unit specifies the skills and knowledge required to provide quality services to a range of security clients, demonstrating professionalism and courtesy. For the purposes of this unit of competency, clients are any persons or groups that request or use professional security advice or services, paid or unpaid.

It includes:

- identifying the range of security clients and their individual service needs
- clarifying and applying workplace procedures and policies to comply with legal rights and responsibilities, and meet client service standards
- working and communicating with clients to establish positive relationships, take required actions to meet their needs and resolve conflict and complaints, improve service provision.

It applies to people working under general supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

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Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Identify clients and establish positive relationships.	1.1 Identify security clients and their individual service requirements. 1.2 Read workplace instructions, procedures and policies and apply to work tasks to meet client service standards to ensure compliance with legal rights and responsibilities. 1.3 Check personal presentation to ensure it complies with workplace standards for appearance. 1.4 Use communication and interpersonal techniques to establish client trust and respect in a manner that accounts for individual social and cultural differences.
2. Provide services to meet client needs and maintain client satisfaction.	2.1 Confirm security service needs with client and maintain confidentiality and professional conduct. 2.2 Select and explain service options to meet client needs in accordance with work instructions. 2.3 Identify conflict situations that may affect service provision, and take required action to minimise impact on client satisfaction. 2.4 Seek assistance from relevant persons to meet client needs where personal limitations are identified. 2.5 Provide security services to meet client needs, and report outcomes to the client in a timely manner.
3. Respond to client complaints and special requirements to improve service provision.	3.1 Identify client special needs or requirements and adjust service to meet needs. 3.2 Seek feedback to ascertain possible causes of client dissatisfaction. 3.3 Resolve client complaints with professionalism and courtesy, and develop ideas to improve future service provision. 3.4 Report unresolved complaints or client dissatisfaction to relevant persons following workplace procedures.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to provide information or advice in a form that is preferred and understood by the receiver, for example clients who are young or from minority groups
- writing skills to record and describe actions taken to meet client needs, and complete forms
- reading skills to understand and follow:
  - standard operating procedures and policies that clarify legal rights and responsibilities and service standards
  - signs and instructions that may be written in English or diagrammatic, for example directional signs
- speaking and listening skills to:
  - ask questions and listen to answers to elicit client needs and preferences and seek feedback on satisfaction with service provided
  - negotiate service options to meet client needs
  - orally report unresolved complaints and client dissatisfaction
  - communicate with emergency services
- numeracy skills to estimate time required to carry out work tasks
- problem solving skills to:
  - adjust service to address conflict and improve client satisfaction
  - find ways to improve future service provision
- self-management skills to plan work tasks to meet specified timeframes
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others.

Unit Mapping Information

Release 1 This version first released with CPP Property Services Training Package Release 7.0.

Supersedes and is equivalent to CPPSEC2006B Provide security services to clients.

Updated to meet the Standards for Training Packages.

Release 2 This version first released with CPP Property Services Training Package Release 7.1.

Supersedes and is equivalent to CPPSEC1002A Apply retail security procedures.

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Links

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Assessment Requirements for CPPSEC2105 Provide quality services to a range of security clients

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 7.0.

Supersedes and is equivalent to CPPSEC2006B Provide security services to clients.

Updated to meet the Standards for Training Packages.

Release 2 This version first released with CPP Property Services Training Package Release 7.1.

Supersedes and is equivalent to CPPSEC1002A Apply retail security procedures.

Performance Evidence

To demonstrate competency in this unit, a person must provide quality services to meet the needs of the following security clients:

- a person seeking assistance
- a person who is showing signs of being under the influence of an intoxicating substance, and seeking assistance
- a person from a culturally and linguistically diverse (CALD) background who has little English language and is seeking assistance
- a person who is paying for professional security services and has a complaint about service provision
- a person who is paying for professional security services because they are being threatened by another person.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when providing services to security clients:
  - anti-discrimination and diversity
  - duty of care
  - licensing requirements and limits of own authority
  - workplace health and safety (WHS)

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- approved communication terminology, call signs and radio channels used in the security industry
- definition of 'client' and different types of security clients
- how to adjust communication to interact positively with people from a range of social, cultural and ethnic background and varying physical and mental abilities
- how to read and use non-verbal communication to gain the confidence of others
- how to safeguard confidential client information
- methods for accessing local youth services
- organisational client service standards
- procedures and standards for reporting to clients
- uniform and personal grooming requirements to maintain a professional image
- ways that individual and social differences may be expressed.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to provide quality services to a range of security clients
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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

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CPPSEC2106 Protect self and others using basic defensive techniques

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC2017A Protect self and others using basic defensive techniques.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to protect self and others using basic defensive techniques.

It includes:

- clarifying and applying workplace procedures and policies to understand and comply with legal rights and responsibilities
- identifying threats and assessing response and withdrawal options to prevent escalation and minimise use of force
- using interpersonal techniques to defuse conflict and give spoken warnings and applying basic defensive techniques to minimise the threat and restrain, secure or escort persons.

It applies to people working under general supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.

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1. Identify need to use defensive techniques and assess response options.	1.1 Read and follow workplace policies and procedures including workplace health and safety (WHS) to ensure compliance with legal rights and responsibilities when using basic defensive techniques 1.2 Maintain situational awareness and identify threat to safety of self or others. 1.3 Assess response and withdrawal options to prevent escalation and minimise use of force in accordance with legislative and workplace requirements. 1.4 Check personal safety requirements and seek advice or assistance from relevant persons.
2. Use interpersonal and communication techniques to defuse conflict.	2.1 Use interpersonal techniques to facilitate information exchange with subject of threat. 2.2 Clarify misunderstandings and uncertainty with subject, using language that reflects sensitivity to individual social and cultural differences. 2.3 Communicate with subject to maintain positive interaction and minimise aggressive behaviour, and to give clear spoken warnings. 2.4 Identify factors that might impact on the safety and security of self and others and apply contingency measures within scope of own competence and authority.
3. Apply basic defensive techniques and report outcomes.	3.1 Apply basic defensive techniques to minimise immediate threat following legislative and workplace requirements. 3.2 Monitor subject to anticipate movement and aggressive actions. 3.3 Maintain stance and distance from subject to maximise ability to quickly apply recognised hold techniques, and immediately use lower force options when threat decreases or ceases. 3.4 Request assistance from relevant persons and restrain, secure or escort subject. 3.5 Record details of incident using a notebook in accordance with workplace requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

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- language skills to provide information or advice in a form that is preferred and understood by the receiver and engages minority groups
- writing skills to record and describe observations and complete forms
- reading skills to understand and follow standard operating procedures and policies that clarify legal rights and responsibilities and WHS requirements
- speaking and listening skills to:
  - ask questions and listen to answers to gain information or confirm understanding when communicating to resolve conflict
  - orally report security risk information using a radio
  - communicate with emergency services
- problem solving skills to anticipate movement and aggressive actions, react in a timely manner, and adjust response accordingly
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC2017A Protect self and others using basic defensive techniques.

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

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Assessment Requirements for CPPSEC2106 Protect self and others using basic defensive techniques

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC2017A Protect self and others using basic defensive techniques.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must protect self and others using basic defensive techniques for three different threat situations. For each threat situation, the person must demonstrate correct techniques for avoidance, body safety and body positioning including:

- bladed stance
- interview stance
- defensive stance.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when protecting self and others using basic defensive techniques:
  - anti-discrimination and diversity
  - apprehension, arrest and restraint of persons
  - duty of care
  - licensing requirements and limits of own authority
  - trespass and the removal of persons
  - use of force
  - workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- basic understanding of the force model
- basic defensive techniques and how and when they can be applied including:

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  - blocking techniques
  - locking and holding techniques
  - take-down techniques
- body safety and body positioning techniques including:
  - bladed stance
  - interview stance
  - defensive stance
- methods of restraint and associated effects, including signs and symptoms of positional asphyxiation
- pre-attack indicators
- procedures for communicating with emergency services
- procedures for effecting an arrest
- process of dynamic risk assessment and how it is applied
- response options using basic defensive techniques that are within specified legal limits
- signs that a person may be suffering from emotional or physical distress
- signs that a person may be suffering from mental illness
- signs that a person may be under the influence of intoxicating substances or substance-affected.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to protect self and others using basic defensive techniques
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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Links

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CPPSEC2107 Patrol premises to monitor property and maintain security

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC2015A Patrol premises.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to patrol premises to monitor property and maintain security.

It includes:

- clarifying and applying standard operating procedures and workplace policies including workplace health and safety (WHS) to comply with legal rights and responsibilities
- conducting a complete patrol sequence to meet work instructions, including activating and deactivating alarms or other security systems, monitoring and inspecting property and access points to confirm security status
- confirming alarm signals and assessing and responding to potential security risks.

It applies to people working under general supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Confirm and	1.1 Read work instructions and standard operating procedures

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comply with work procedures and legal requirements for security patrol.	for patrol and clarify work tasks with relevant persons. 1.2 Read workplace policies including WHS and apply to work tasks to ensure compliance with legal rights and responsibilities when performing security patrol.
2. Prepare for security patrol.	2.1 Maintain personal dress and presentation to meet work instructions and workplace standards for appearance. 2.2 Check resources and equipment for operational effectiveness following manufacturers' instructions, and replace or report faulty or damaged equipment. 2.3 Confirm patrol area, access and entry points and alarm locations, and clarify issues with relevant persons.
3. Carry out patrol sequence and monitoring.	3.1 Conduct systematic personal safety checks on a regular basis in accordance with workplace requirements. 3.2 Patrol premises following site patrol schedules, routes and work instructions. 3.3 Activate and deactivate alarms or other security systems following procedures. 3.4 Monitor and inspect property and access points to confirm security status in accordance with work instructions. 3.5 Use communication processes and equipment to regularly convey security status to relevant persons.
4. Identify, report and respond to security risks.	4.1 Confirm alarm signals and identify potential security risks. 4.2 Communicate security risk details to relevant persons, and request assistance. 4.3 Assess risk and carry out security response within scope of own competence and authority. 4.4 Monitor changing circumstances and adjust response to maintain security.
5. Finalise patrol and complete documentation.	5.1 Complete patrol sequence and confirm security of premises. 5.2 Record details of patrol and incidents using workplace documentation.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

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- language skills to provide information or advice using structure and language to suit the audience
- writing skills to record and describe observations and complete forms
- reading skills to understand and follow:
  - standard operating procedures and policies that clarify legal rights and responsibilities and WHS requirements
  - maps and other site information when clarifying the patrol area
- speaking and listening skills to:
  - ask questions and listen to answers to gain information or confirm understanding when negotiating to resolve conflict
  - orally report security risk information using a radio or telephone
  - communicate with emergency services
- numeracy skills to estimate time required to complete patrol activities
- problem solving skills to interpret alarm signals
- self-management skills to plan tasks to meet job requirements.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC2015A Patrol premises.

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

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Assessment Requirements for CPPSEC2107 Patrol premises to monitor property and maintain security

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC2015A Patrol premises.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must conduct two patrols to monitor property and maintain security, involving, at a minimum, the following scenarios for each patrol:

- an alarm activation
- indications of unauthorised access
- the presence of an intruder.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when conducting security patrols:
  - apprehension, arrest and restraint of persons
  - crowd control and control of persons under the influence of intoxicating substances
  - duty of care
  - licensing requirements and limits of own authority
  - trespass and the removal of persons
  - use of force
  - workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- current national terrorism threat level and context
- differences between procedures for mobile and static patrols
- methods for monitoring property and access points
- operational principles of basic security and alarm systems, communications and protective equipment
- procedures for alarm response including responding to multiple alarm activations

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- process of dynamic risk assessment and how it is applied
- purpose of Australia's *Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack
  - signs of chemical weapons attack and recommended response
  - general features of improvised explosive devices and recommended incident response
- types of security risk situations that may be encountered during patrol operations and appropriate responses
- site emergency and evacuation plan and procedures
- site layout, including access and exit points and location of alarms and security systems
- the phonetic alphabet and how it is used
- types of behavioural anomalies and suspect behaviours that can indicate criminal activity, hostile reconnaissance or the potential for terrorist activity.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to patrol premises to monitor property and maintain security
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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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

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CPPSEC2108 Screen people, personal effects and items to maintain security

Modification History

Release 1.

Supersedes and is non-equivalent to CPPSEC2007A Screen people and CPPSEC2008A Screen items.

Units merged to reduce duplication and align with vocational needs.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to screen people, personal effects and items to maintain security.

It includes:

- clarifying and applying standard operating procedures and legal rights and responsibilities to ensure compliance
- obtaining required permissions and using a hand-held scanner and personal search methods to screen people, personal effects and items
- following procedures to carry out an appropriate response where prohibited or dangerous items are identified or alarms activated.

It applies to people working under general supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.

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1. Confirm and comply with work procedures and legal requirements for security screening.	1.1 Read workplace instruction, standard operating procedures and policies including workplace health and safety (WHS). 1.2 Clarify screening requirements with relevant persons. 1.3 Apply to screening tasks to ensure compliance with legal rights and responsibilities. 1.4 Check personal presentation to ensure it complies with workplace standards for appearance.
2. Prepare screening equipment.	2.1 Select and check screening equipment for operational effectiveness. 2.2 Identify and report faulty and damaged equipment following workplace procedures.
3. Monitor and screen people and personal effects.	3.1 Observe and control flow of people through security point and provide information and assistance to maintain order. 3.2 Direct people through screening process using interpersonal and communication techniques that are courteous, professional and account for individual social and cultural differences. 3.3 Screen people using equipment that is fit-for-purpose, and adjust screening methods for infants and persons with special needs. 3.4 Identify need to search person and personal effects and request authority to proceed, or seek assistance from persons authorised to conduct search. 3.5 Conduct permitted personal search within legal constraints in a professional and courteous manner. 3.6 Where required personal search is not permitted, deny access through screening point and report status to relevant persons following workplace procedures. 3.7 Monitor people, personal effects and equipment to promptly identify prohibited or dangerous items.
4. Monitor and screen items.	4.1 Control position of items and carry out physical search and screening, using equipment that is fit-for-purpose. 4.2 Monitor items and equipment to promptly identify prohibited or dangerous items.
5. Report and respond to prohibited or dangerous items and alarm activations.	5.1 Conduct further screening to clarify potential prohibited or dangerous items. 5.2 Report and respond to identified prohibited or dangerous items and alarm activations following standard operating procedures.

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	5.3 Record screening outcomes using workplace documentation.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to provide information, advice and instructions, using structure and language that engages people, including young people and minority groups
- writing skills to record and describe observations
- reading skills to understand and follow:
  - standard operating procedures and policies that clarify legal rights and responsibilities and WHS requirements
  - signs and instructions that are written in English and may be diagrammatic, such as equipment instructions and dangerous goods or hazardous signs and labels
- speaking and listening skills to:
  - ask questions and listen to answers to gain information or confirm understanding when directing and explaining the screening process to members of the public
  - orally request authority to proceed with search of persons, and seek assistance where authority is not granted
  - communicate with emergency services
- problem solving skills to:
  - recognise suspicious behaviour when observing people through the screening process
  - recognise suspicious items, for example by checking size, shape and colour
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others.

Unit Mapping Information

Supersedes and is non-equivalent to CPPSEC2007A Screen people and CPPSEC2008A Screen items.

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

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Assessment Requirements for CPPSEC2108 Screen people, personal effects and items to maintain security

Modification History

Release 1.

Supersedes and is non-equivalent to CPPSEC2007A Screen people and CPPSEC2008A Screen items.

Units merged to reduce duplication and align with vocational needs.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, after obtaining required permissions, a person must:

- use a hand-held scanner to screen two different people and their personal effects
- use physical search techniques to search two different bags containing several items that can hide or mask prohibited items, and identify one prohibited item
- use personal search techniques to search two different people and their personal effects and identify one prohibited item.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when screening people, personal effects and items to maintain security:
  - anti-discrimination and diversity
  - apprehension, arrest and restraint of persons
  - counter terrorism
  - duty of care
  - licensing requirements and limits of own authority
  - search of people, property and seizure of goods
  - workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- basic features of screening technologies
- basic wanding techniques
- components and characteristics of typical weapons, prohibited or dangerous items and explosives that may be contained in items being screened

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- current national terrorism threat level and context
- methods and techniques for physically searching items
- methods for screening infants and people with special needs
- personal search methods and techniques
- premises' emergency and evacuation procedures
- premises' layout and access points
- procedures for confiscating prohibited or dangerous goods
- procedures for responding to positive alarms
- procedures for selecting a random sample of persons for screening with hand-held equipment
- purpose of Australia's *Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack
  - signs of chemical weapons attack and recommended response
- general features of improvised explosive devices and recommended incident response
- situations requiring notification of emergency services
- types of behavioural anomalies and suspect behaviours that can indicate criminal activity, hostile reconnaissance or the potential for terrorist activity
- ways that social and cultural differences may be expressed.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to screen people, personal effects and items to maintain security

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- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry, including a functioning hand-held scanner
- bags and items (including props representing prohibited items) to allow achievement of the performance evidence
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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

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CPPSEC2109 Monitor and control access and exit of persons and vehicles from premises

Modification History

Release 1.

Supersedes and is non-equivalent to CPPSEC2011B Control access to and exit from premises and CPPSEC3017A Plan and conduct evacuation from premises.

Units merged to reduce duplication and align with vocational needs.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to monitor and control the access and exit of people and vehicles from premises. Vehicles include any mobile plant or equipment requiring access to or exit from premises.

It includes:

- clarifying and applying standard operating procedures and workplace policies including workplace health and safety (WHS) to comply with legal rights and responsibilities
- checking and validating the identity and authority of people and vehicles entering and exiting from premises and refusing access as required
- inspecting baggage and vehicles to verify loads and to identify and report prohibited or hazardous items
- managing premises' access control systems, such as locked or alarmed doors, and identifying and responding to indications of unauthorised entry.

It applies to people working under general supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

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Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Confirm and comply with work procedures and legal requirements for controlling access to and exit from premises.	1.1 Read work instructions and standard operating procedures to clarify requirements for controlling access to and exit from premises. 1.2 Read workplace policies including WHS and apply to work tasks to ensure compliance with legal rights and responsibilities when performing security work.
2. Monitor people entering premises.	2.1 Check the identity of persons entering premises by matching relevant details on identification (ID) documents or using electronic ID equipment. 2.2 Allow person to enter premises where ID and authority to enter have been validated. 2.3 Use appropriate interpersonal techniques and oral and non-verbal communication to clarify issues and confirm compliance with conditions of entry. 2.4 Refuse entry to persons where conditions of entry have been breached using communication that takes account of social and cultural differences, and is in a form that is preferred and understood by the receiver.
3. Inspect baggage and vehicles entering or exiting premises.	3.1 Carry out baggage and vehicle inspections following standard operating procedures. 3.2 Report refusals to inspection requests immediately to relevant persons following workplace procedures. 3.3 Identify and report prohibited or hazardous items found during inspection in accordance with standard operating procedures.
4. Monitor vehicular traffic entering and exiting premises.	4.1 Verify identification and authority of vehicles entering premises in accordance with workplace requirements. 4.2 Direct incoming vehicles to appropriate unloading or parking areas in accordance with site requirements. 4.3 Check vehicles carrying dispatched product by matching load details against relevant documentation. 4.4 Report incidents that infringe or breach conditions of vehicular entry or exit.
5. Operate and monitor access control systems.	5.1 Monitor access control system in accordance with manufacturer’s instructions. 5.2 Activate and deactivate access control system to meet work

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	instructions. 5.3 Promptly identify and respond to indications of unauthorised entry following standard operating procedures. 5.4 Record details of unauthorised entry incident using a notebook in accordance with workplace requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to provide information or advice using structure and language to suit the audience
- writing skills to record and describe observations
- reading skills to understand and follow:
  - standard operating procedures and policies that clarify legal rights and responsibilities and WHS requirements
  - manufacturers' instructions for operating access control systems
- speaking and listening skills to:
  - ask questions and listen to answers to gain information or confirm understanding when checking the authority of persons or vehicles to enter premises
  - orally report refusals to baggage or vehicle inspection requests
  - communicate with emergency services
- numeracy skills to calculate time and estimate vehicular speed
- problem solving skills to match identification documentation to persons and recognise suspicious behaviour and items
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others.

Unit Mapping Information

Supersedes and is non-equivalent to CPPSEC2011B Control access to and exit from premises and CPPSEC3017A Plan and conduct evacuation from premises.

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

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Assessment Requirements for CPPSEC2109 Monitor and control access and exit of persons and vehicles from premises

Modification History

Release 1.

Supersedes and is non-equivalent to CPPSEC2011B Control access to and exit from premises and CPPSEC3017A Plan and conduct evacuation from premises.

Units merged to reduce duplication and align with vocational needs.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must monitor and control:

- the entry of three persons to premises where:
  - one person is carrying dangerous or prohibited goods
  - one person does not meet conditions of entry
  - one person refuses a request to search baggage
- the entry and exit of two vehicles where one is carrying dangerous or prohibited goods
- entry to premises via an access control system where there has been at least one unauthorised attempt at entry.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when monitoring and controlling access and exit of persons and vehicles from premises:
  - anti-discrimination and diversity
  - apprehension, arrest and restraint of persons
  - control of persons under the influence of intoxicating substances
  - duty of care
  - licensing requirements and limits of own authority
  - search of people, property and vehicles and seizure of goods
  - trespass and removal of persons
  - use of force
  - workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry

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- current national terrorism threat level and context
- how negotiation techniques can be used to defuse and resolve conflict
- operational principles and features of common access control systems
- premises' emergency and evacuation procedures
- premises' layout and access points
- purpose of Australia's *Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack
  - signs of chemical weapons attack and recommended response
  - general features of improvised explosive devices and recommended incident response
- signs of intoxication
- signs of positional asphyxiation
- the phonetic alphabet and how it is used
- types of behavioural anomalies and suspect behaviours that can indicate criminal activity, hostile reconnaissance or the potential for terrorist activity
- types of behaviours and non-verbal language that can escalate conflict
- types of identification and authority required to confirm entry to premises
- types of vehicles that may require monitoring while accessing and exiting from premises, including:
  - bicycles
  - buses
  - cars
  - motorcycles
  - personal transporters
  - ride-on lawnmowers
  - trolleys
  - trucks
- ways that social and cultural differences may be expressed.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

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Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to monitor and control the access and exit of people and vehicles from premises
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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

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CPPSEC2110 Monitor and control individual and crowd behaviour to maintain security

Modification History

Release 1.

Supersedes and is non-equivalent to CPPSEC2012A Monitor and control individual and crowd behaviour and CPPSEC2014A Operate basic security equipment.

Units merged to reduce duplication and align with vocational needs.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to monitor and control individual and crowd behaviour to maintain security of persons, property and premises.

It includes:

- clarifying and applying standard operating procedures and workplace policies including workplace health and safety (WHS) to comply with legal rights and responsibilities
- assessing site layout, and observing individual and crowd behaviour to maintain situational awareness and intervene early to defuse conflict, assess and respond to risks
- knowledge of crowd behaviour, dynamics and movement patterns that can pose a threat to security.

It applies to people working under general supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.

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1. Confirm and comply with work procedures and legal requirements for monitoring and controlling individual and crowd behaviour.	1.1 Read work instructions and standard operating procedures for monitoring and controlling individual and crowd behaviour and clarify work tasks with relevant persons. 1.2 Read workplace policies including WHS and apply to work tasks to ensure compliance with legal rights and responsibilities when performing security work.
2. Prepare for monitoring activities.	2.1 Maintain personal dress and presentation to meet work instructions and workplace standards for appearance. 2.2 Check resources and equipment for operational effectiveness following manufacturers' instructions, and replace or report faulty or damaged equipment. 2.3 Assess site layout to identify access and exit points, barriers and thoroughfares, and identify strategic observation points to monitor crowd movement and behaviour.
3. Monitor individual and crowd behaviour.	3.1 Conduct systematic personal safety checks on a regular basis. 3.2 Observe individual and crowd behaviour to maintain constant situational awareness. 3.3 Use communication equipment to regularly convey security status to relevant persons following workplace procedures. 3.4 Identify persons behaving in a potentially disruptive manner and assess degree of risk to self, others, premises and property. 3.5 Act promptly to calm the situation and defuse conflict, using interpersonal techniques that take account of individual social and cultural differences.
4. Control and report individual and crowd behaviour.	4.1 Identify potential security risks and assess degree of risk to self, others, premises and property. 4.2 Communicate details of security risk to relevant persons and request assistance following standard operating procedures. 4.3 Select and carry out security response within scope of own competence and authority. 4.4 Monitor changing crowd and individual behaviour and adjust response to maintain security. 4.5 Record details of security risk and response using a notebook in accordance with workplace requirements.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to provide information or advice using structure and language to suit the audience
- writing skills to record and describe observations
- reading skills to understand and follow:
  - standard operating procedures and policies that clarify legal rights and responsibilities and WHS requirements
  - manufacturers' instructions for operating communication equipment
  - maps and other information when assessing site layout
- speaking and listening skills to:
  - use negotiation skills to defuse conflict
  - ask questions and listen to answers to gain information or confirm understanding when negotiating to resolve conflict
  - orally report security risk information using a radio or telephone
  - communicate with emergency services
- numeracy skills to calculate time and estimate vehicular speed
- problem solving skills to recognise changes in crowd dynamics and individual behaviour
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others.

Unit Mapping Information

Supersedes and is non-equivalent to CPPSEC2012A Monitor and control individual and crowd behaviour and CPPSEC2014A Operate basic security equipment.

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

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Assessment Requirements for CPPSEC2110 Monitor and control individual and crowd behaviour to maintain security

Modification History

Release 1.

Supersedes and is non-equivalent to CPPSEC2012A Monitor and control individual and crowd behaviour and CPPSEC2014A Operate basic security equipment.

Units merged to reduce duplication and align with vocational needs.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must monitor and control individual and crowd behaviour to maintain security, involving two separate risk scenarios:

- a queue of at least two people who are becoming disorderly and impatient
- a person behaving suspiciously in a public area.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when monitoring and controlling individual and crowd behaviour to maintain security:
  - anti-discrimination and diversity
  - counter terrorism
  - crowd control and control of persons under the influence of intoxicating substances
  - duty of care
  - licensing requirements and limits of own authority
  - trespass and the removal of persons
  - workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- crowd behaviour, dynamics and movement patterns that can threaten security
- current national terrorism threat level and context
- how negotiation techniques can be used to defuse and resolve conflict
- measures for managing queues
- measures to prevent crushing in mass gatherings
- procedures for communicating and collaborating with emergency services

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- process of dynamic risk assessment and how it is applied
- purpose of Australia's *Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack
  - signs of chemical weapons attack and recommended response
- general features of improvised explosive devices and recommended incident response
- security risks posed by crowds and mass gatherings
- signs of possible harassment or assault
- site emergency and evacuation plans and procedures
- site layout, including entrances, exits, first-aid points and potential hazards
- types of behavioural anomalies and suspect behaviours that can indicate criminal activity, hostile reconnaissance or the potential for terrorist activity
- types of behaviours and non-verbal language that can escalate conflict
- ways that social and cultural differences may be expressed.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to monitor and control individual and crowd behaviour to maintain security
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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CPPSEC2111 Apply security procedures to manage intoxicated persons

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC1003A Apply security procedures for the responsible service of alcohol.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to apply security procedures to manage intoxicated persons.

It includes:

- clarifying and applying standard operating procedures and workplace policies to comply with legal rights and responsibilities when performing security work
- maintaining situational awareness and acting early to identify security risks and persons demonstrating disorderly behaviour or signs of intoxication
- finding options to assist intoxicated persons to comply with venue rules in a manner that avoids aggression or hostility.

It applies to people working under general supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.

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1. Confirm and comply with work procedures and legal requirements for managing intoxicated persons.	1.1 Read work instructions and standard operating procedures for work in venues where persons may be intoxicated, and clarify requirements with relevant persons. 1.2 Read workplace policies and apply to work tasks to ensure compliance with legal rights and responsibilities when maintaining security in venues where people may be intoxicated.
2. Prepare for work at venue.	2.1 Select and use communication equipment, and clarify reporting requirements with relevant persons. 2.2 Check venue layout and confirm access and exit points, locations of facilities and emergency equipment.
3. Monitor the work area, and identify and assist intoxicated persons.	3.1 Maintain observation and situational awareness of noise levels, drink orders and individual and crowd behaviour to detect early warning signs of security risks. 3.2 Where early warning signs are detected, intervene early to offer options to prevent intoxication. 3.3 Maintain a visible presence and provide information, instructions and assistance using professional and courteous communication that accounts for individual social and cultural differences. 3.4 Promptly identify persons showing signs of intoxication or disorderly behaviour. 3.5 Ascertain cause of behaviour and assess intoxication level using calm, courteous and respectful oral and non-verbal language. 3.6 Assess behaviour against venue rules and offer options to ensure compliance in a manner that avoids aggression or hostility.
4. Report security risk and complete incident documentation.	4.1 Report security risk and request assistance following standard operating procedures. 4.2 Record security incident details using a notebook in accordance with workplace requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to:
  - provide information or advice using structure and language to suit the audience and which engages minority groups
  - communicate effectively with intoxicated persons

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- writing skills to record and describe observations and incident details
- reading skills to understand and follow:
  - standard operating procedures and policies that clarify legal rights and responsibilities and WHS requirements
  - signs and instructions that are pictorial, graphical and written in English
- speaking and listening skills to:
  - ask questions and listen to answers to gain information or confirm understanding when ascertaining cause of behaviour and level of intoxication
  - orally report security risks using a radio or telephone
  - communicate with emergency services
- numeracy skills to estimate time required to complete work tasks
- problem solving skills to:
  - recognise changes in individual and crowd behaviour that indicate risk
  - assess intoxication levels
  - determine when to intervene in a potential security risk situation
  - find suitable options to comply with venue rules
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC1003A Apply security procedures for the responsible service of alcohol.

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

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Assessment Requirements for CPPSEC2111 Apply security procedures to manage intoxicated persons

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC1003A Apply security procedures for the responsible service of alcohol.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must apply security procedures to manage intoxicated persons in each of the following scenarios:

- a person who may be intoxicated and appears to be unwell
- a person who may be intoxicated and is behaving in an aggressive manner
- a group of people who may be intoxicated.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when applying security procedures to manage intoxicated persons:
  - apprehension, arrest and restraint of persons
  - duty of care
  - licensing requirements and limits of own authority
  - responsible service of alcohol:
    - underage drinking
    - definition of minors
    - undue intoxication
    - disorderly behaviour
    - venue policies and rules to comply with its liquor licence (trading hours, ways alcohol can be sold, number of people allowed in venue)
    - refusing entry to premises
    - removal of persons from premises
  - use of force
  - workplace health and safety (WHS)

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- acceptable proof of age
- approved communication terminology, call signs and radio channels used in the security industry
- effects of alcohol on emotional state, health and physical alertness of persons
- how to recognise illegal substances and dangerous items
- methods for assessing intoxication level of persons
- options for assisting intoxicated persons to comply with venue rules
- process of dynamic risk assessment and how it is applied
- signs of intoxication including non-verbal indications
- situations requiring emergency services to be notified when dealing with intoxicated persons
- strategies to prevent a person from becoming intoxicated when early warning signs are detected
- time taken for alcohol to affect the body, and factors that can influence this including gender, size and rate of consumption
- types, strengths, alcohol percentages and standard size for alcoholic beverages
- ways that spoken and non-verbal communication can escalate conflict.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to apply security procedures to manage intoxicated persons
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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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

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CPPSEC2112 Apply security procedures to remove persons from premises

Modification History

Release 1.

New unit.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to apply security procedures to remove persons from premises.

It includes:

- clarifying and applying standard operating procedures and workplace policies to comply with legal rights and responsibilities when removing persons from premises
- maintaining situational awareness to identify and assess risk and select response options that avoid use of force where possible
- using communication skills to apply required interventions to remove persons from premises, and take precautions to ensure their safety and security upon departure.

It applies to people working under general supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Confirm and comply with work	1.1 Read work instructions and standard operating procedures to clarify requirements for removing persons from premises.

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procedures and legal requirements for removing persons from premises.	1.2 Read workplace policies including WHS and apply to work tasks to ensure compliance with legal rights and responsibilities when performing security work.
2. Monitor the work area and identify person requiring removal from premises.	2.1 Check premises layout and confirm access and exit points, locations of facilities and emergency equipment. 2.2 Maintain observation and situational awareness to identify person behaving in a manner that poses a security risk or breaches premise's rules. 2.3 Approach person to discuss behaviours of concern using positive oral and non-verbal communication.
3. Assess risk, select response options and seek support.	3.1 Assess level of risk and select response options that avoid use of force where possible in accordance with workplace requirements. 3.2 Report security risk to relevant persons and request assistance.
4. Apply interventions and remove person from premises.	4.1 Explain the reasons for removal from premises and provide options or assistance to leave. 4.2 Ask the person to leave the premises using oral and non-verbal communication that is courteous and takes account of social and cultural differences. 4.3 Use interpersonal techniques and negotiation skills to defuse conflict and respond to incidents. 4.4 Escort person from premises in a calm manner, taking precautions to maximise their safety and security upon departure. 4.5 Escort person from premises using reasonable force and suitable and safe escort restraint.
5. Complete incident report.	5.1 Record incident details using a notebook in accordance with workplace requirements. 5.2 Store notebook following workplace procedures.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- oral and non-verbal communication skills to provide information or advice using structure and language to suit the audience and which engages minority groups

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- writing skills to record and describe incident observations using workplace forms and notebook
- reading skills to understand and follow:
  - standard operating procedures and policies that clarify legal rights and responsibilities and WHS requirements
  - signs and instructions that are pictorial, graphical and written in English
- speaking and listening skills to:
  - ask questions and listen to answers to gain information or confirm understanding when explaining the reasons for removal from premises
  - orally report security risks and seek assistance using a radio or telephone
  - communicate with emergency services
- numeracy skills to estimate time required to complete work tasks
- problem solving skills to
  - recognise changes in individual and crowd behaviour that may indicate risk
  - assess behaviours against rules to identify the need to remove a person from the premises
  - offer options to assist the person to leave the premises
  - identify potential risks to the person's wellbeing after departing the premises
- teamwork skills to:
  - adjust personal communication styles in response to the opinions, values and needs of others
  - work collaboratively with others to assist a person to leave the premises.

Unit Mapping Information

New unit.

This version first released with CPP Property Services Training Package Version 7.

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

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Assessment Requirements for CPPSEC2112 Apply security procedures to remove persons from premises

Modification History

Release 1.

New unit.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must apply security procedures to remove persons from premises, involving each of the following scenarios:

- removing one person who is intoxicated without force
- removing one person who is intoxicated with reasonable force
- removing one person who is behaving in an aggressive manner with reasonable force
- removing one person who is behaving in an aggressive manner without force.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when applying security procedures to remove persons from premises:
  - anti-discrimination and diversity
  - apprehension, arrest and restraint of persons
  - crowd control and control of persons under the influence of intoxicating substances
  - duty of care
  - licensing requirements and limits of own authority
  - trespass and removal of persons
  - use of force
  - workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- basic defensive techniques
- basic understanding of the force model and what constitutes reasonable force
- how negotiation techniques can be used to defuse and resolve conflict
- measures for ensuring safety and security of persons removed from premises
- methods for safely restraining persons for escort from the premises

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- options to assist persons to leave premises
- potential adverse health effects arising from the use of force or physical restraint of persons including positional asphyxiation
- premises' emergency and evacuation procedures
- premises' layout and access points
- process of dynamic risk assessment and how it is applied
- signs a person is substance-affected
- signs of intoxication
- signs of positional asphyxiation
- situations requiring a person to be removed from premises
- situations requiring emergency services to be notified for persons being removed from premises
- techniques for safe physical restraint including standing, wall, seated and floor
- types of behaviours and non-verbal language that can escalate conflict
- ways that social and cultural differences may be expressed.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to apply procedures to remove persons from premises
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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Links

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CPPSEC2113 Escort and protect persons and valuables

Modification History

Release 1.

Supersedes and is non-equivalent to CPPSEC2013A Protect valuables in transit.

Significant changes made to the unit to reflect current industry needs.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to escort and protect persons and valuables.

It includes:

- clarifying and applying standard operating procedures and workplace policies including workplace health and safety (WHS) to comply with legal rights and responsibilities
- escorting persons and valuables to ensure their safety and security while maintaining constant and active observation and monitoring to assess, identify and respond to security risks
- participating in reviews of escort procedures to identify improvements
- knowledge of basic defensive techniques.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.

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1. Confirm and comply with work procedures and legal requirements for escorting and protecting persons and valuables.	1.1 Read work instructions and standard operating procedures for escorting and protecting persons and valuables, and clarify work tasks with relevant persons. 1.2 Read workplace policies including WHS and apply to work tasks to ensure compliance with legal rights and responsibilities when escorting and protecting persons and valuables.
2. Prepare to escort person and valuables.	2.1 Select, organise and use equipment, personal protection equipment (PPE) and resources required to meet work tasks. 2.2 Check equipment to ensure operational effectiveness and report faulty or damaged equipment. 2.3 Check personal presentation to ensure it complies with workplace standards for appearance. 2.4 Clarify communication processes with relevant persons. 2.5 Assess risk and plan primary and secondary routes and schedule to maximise security and to meet work instructions.
3. Protect person and valuables during escort.	3.1 Collect and escort person and valuables following planned route and to meet work instructions. 3.2 Conduct regular personal safety checks and monitor security of person and valuables during escort. 3.3 Maintain constant and active observation of the environment to identify and assess potential security risks. 3.4 Select and use appropriate security response to minimise risk and maximise protection of person and valuables within the scope of own competence and authority. 3.5 Use communication equipment to report risk to relevant persons and request assistance.
4. Finalise and review escort procedures, and maintain equipment and documentation.	4.1 Escort person and valuables safely to destination point according to work instructions. 4.2 Check, clean and store equipment and report faults or damage following workplace procedures. 4.3 Provide accurate and constructive observations to assist in the review of escort procedures and improve future practices. 4.4 Complete and maintain security documentation in accordance with workplace requirements.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to provide information or advice using structure and language to suit the audience
- writing skills to maintain escort documentation
- reading skills to understand and follow:
  - standard operating procedures and policies that clarify legal rights and responsibilities and WHS requirements
  - maps when planning and following escort routes
  - road signs and directions when following escort routes
- speaking and listening skills to:
  - ask questions and listen to answers to gain information or confirm understanding when clarifying work tasks
  - orally report security risk information using a radio or telephone
  - communicate with emergency services
- problem solving skills to assess risk and change routes when responding to security risks
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others
- technology skills to operate global positioning systems (GPS) to find safe and alternate escort routes.

Unit Mapping Information

Supersedes and is non-equivalent to CPPSEC2013A Protect valuables in transit.

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

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Assessment Requirements for CPPSEC2113 Escort and protect persons and valuables

Modification History

Release 1.

Supersedes and is non-equivalent to CPPSEC2013A Protect valuables in transit.

Significant changes made to the unit to reflect current industry needs.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must escort and protect persons and valuables involving two different scenarios:

- one person requiring security escort
- one person carrying valuables.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when escorting and protecting persons and valuables:
  - counter terrorism
  - duty of care
  - licensing requirements and limits of own authority
  - workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- basic contingency planning
- basic defensive techniques
- basic escort techniques
- basic understanding of the force model and what constitutes reasonable force
- operational functions of communications equipment
- options for security response within the limits of own competence and authority
- process of dynamic risk assessment and how it is applied
- types of threats that may exist and situations requiring assistance when:
  - escorting persons to safety
  - escorting persons carrying valuables.

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Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations(RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to escort and protect persons and valuables
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with legal rights and responsibilities.

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

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CPPSEC2114 Monitor electronic security equipment and respond to alarm events

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC2018A Monitor electronic reporting facility.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to monitor electronic security equipment and respond to alarm events. The unit relates to work in a monitoring centre and does not include training for specific security equipment, covered by *AS 2201.2-2004 Intruder alarm systems - Monitoring centres* which specifies requirements and a grading convention for monitoring centres and the operations, equipment and staff necessary to carry out monitoring of intruder alarm systems.

The unit includes:

- receiving, interpreting, processing, transmitting and storing information and electronic security data using a range of electronic security and telecommunications systems
- checking equipment and systems to verify correct operation and data integrity, and resolving and reporting faults
- recognising and responding to different and multiple alarm events and taking appropriate response actions to verify alarm status, resolve alarm and ensure security
- using written and spoken English and communication equipment to provide clear and accurate spoken instructions.

It applies to people working under general supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

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Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Confirm and comply with work procedures and legal requirements for monitoring electronic security equipment.	1.1 Read workplace procedures and policies including WHS and apply to work tasks to ensure compliance with legal rights and responsibilities when monitoring electronic security equipment. 1.2 Clarify legislative and workplace requirements for monitoring tasks with relevant persons.
2. Check equipment for correct operation.	2.1 Check security equipment to ensure correct operation and connections following operating instructions. 2.2 Identify actual or suspected faults or deficiencies in security equipment and report to relevant persons. 2.3 Discuss and confirm preventative and breakdown maintenance procedures with relevant persons. 2.4 Conduct equipment back-up to maintain security and integrity of data in accordance with workplace requirements.
3. Receive, interpret, transmit and store electronic security data.	3.1 Receive, interpret and transmit electronic security data following workplace procedures. 3.2 Input data into security equipment and check to ensure accuracy following workplace procedures. 3.3 Identify processing or transmission errors and take remedial action and report issues to relevant persons. 3.4 Store security data securely to meet legislative and workplace requirements.
4. Respond to alarm events and report security status.	4.1 Recognise alarm event and follow procedures to action correct response to meet client instructions. 4.2 Use communication equipment and interpersonal techniques to discuss alarm status with relevant persons. 4.3 Action further response to resolve alarm event and maintain security following workplace procedures and client instructions. 4.4 Report security status ensuring confidentiality of security information in accordance with workplace requirements.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to:
  - provide information using security industry terminology, codes and signals
  - communicate in English
  - communicate in a manner that is preferred and understood by the receiver and engages minority groups
- reading skills to understand and follow:
  - standard operating procedures and policies that clarify legal rights and responsibilities and WHS requirements
  - technical equipment instructions that may be in written or diagrammatic form
- speaking and listening skills to:
  - ask questions and listen to answers to gain information or confirm understanding when clarifying work tasks and responding orally to alarm events
  - provide clear and accurate spoken instructions when responding to alarm activations
  - accurately interpret voice messages
  - communicate with emergency services
- numeracy skills to calculate and enter numerical data into security equipment
- problem solving skills to:
  - troubleshoot equipment malfunctions and select appropriate remedial actions
  - respond to multiple simultaneous alarm events
- technology skills to input, manipulate, retrieve and store electronic data in a variety of formats including databases.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC2018A Monitor electronic reporting facility.

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

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Assessment Requirements for CPPSEC2114 Monitor electronic security equipment and respond to alarm events

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC2018A Monitor electronic reporting facility.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must monitor electronic security equipment and respond to six different alarm events.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when monitoring electronic security equipment and responding to alarm events:
  - duty of care
  - licensing requirements and limits of own authority
  - workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- categories of alarm events and procedures for responding to each category
- customer service standards
- methods for verifying polling connections
- operational functions of electronic security equipment
- own competence to operate electronic security system as required by *AS 2201.2-2004 Intruder alarm systems, Part 2: Monitoring centres*
- procedures for door, alarms, time clock, subsequent and further alarms and monitoring
- procedures to back-up and protect security data
- the phonetic alphabet and how it is used
- types of alarm events that may require response such as duress alarms, intrusion alarms, air conditioning alarms, smoke alarms, vehicle global positioning system (GPS) and satellite tracking
- types of alarm transmission technologies including wireless and internet protocol (IP) monitoring and dialler monitoring.

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Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to monitor electronic security equipment and respond to alarm events
- electronic security equipment in a monitoring centre environment
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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

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CPPSEC3101 Manage conflict and security risks using negotiation

Modification History

Release 1 This version first released with CPP Property Services Training Package Version 7.0.

Supersedes and is equivalent to CPPSEC3002A Manage conflict through negotiation.

Updated to meet the Standards for Training Packages.

Release 2 This version first released with CPP Property Services Training Package Version 8.1

Revised *Assessment of performance* in Assessment Conditions.

Application

This unit specifies the skills and knowledge required to manage conflict and security risks using negotiation techniques.

It includes:

- reviewing and applying workplace procedures and policies including workplace health and safety (WHS) to comply with legal rights and responsibilities
- maintaining situational awareness to identify and assess sources of conflict and risk, and selecting and implementing response options within the scope of own authority
- using negotiation and communication techniques to resolve conflict, minimise risk and encourage a shared approach to conflict resolution
- working with others to report, evaluate and improve response procedures.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

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Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Identify and assess conflict situation and select response option.	1.1 Review work instructions, procedures and policies including WHS to confirm own responsibilities and authority to ensure compliance with legal rights and responsibilities when performing security work. 1.2 Select and use personal protective equipment to ensure own safety, and communication equipment to exchange information with relevant persons. 1.3 Observe the work environment to maintain situational awareness and identify sources of conflict and security risk to people, property or premises. 1.4 Assess conflict situation and nature and degree of risk, and use communication equipment to seek assistance from relevant persons.
2. Negotiate conflict resolution.	2.1 Use interpersonal techniques to exchange and gather information to clarify conflict situation. 2.2 Use negotiation techniques to offer options and encourage a shared approach to conflict resolution. 2.3 Use even tone of voice and positive non-verbal and spoken communication that takes account of individual social and cultural differences throughout negotiation. 2.4 Anticipate factors that might escalate conflict or risk safety and security, and apply contingency measures.
3. Report, evaluate and improve conflict response procedures.	3.1 Report incident observations and response actions using workplace documentation. 3.2 Discuss response with relevant persons and review procedures to evaluate effectiveness and identify improvements. 3.3 Recognise effects of stress and manage own well-being using stress management techniques.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

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- language skills to:
  - provide information or advice using structure and language to suit the audience and engage minority groups
  - use strategies to overcome language barriers
- writing skills to record and describe incident observations and response actions
- reading skills to interpret:
  - workplace procedures and policies that clarify legal rights and responsibilities and WHS requirements
  - signs and forms written in English
- speaking and listening skills to:
  - use active listening to understand spoken information and instructions exchanged during negotiation
  - use questions to seek information during negotiation
  - use paraphrasing to check own understanding and show empathy during negotiation
  - seek and understand feedback from others when reviewing response procedures
  - orally request assistance using communication equipment
- numeracy skills to calculate time when recording incident details
- problem solving skills to:
  - formulate response options to match risk presented in conflict situations
  - modify response to changing circumstances when applying contingency measure
- teamwork skills to adjust

Unit Mapping Information

Supersedes and is equivalent to CPPSEC3002A Manage conflict through negotiation.

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

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Assessment Requirements for CPPSEC3101 Manage conflict and security risks using negotiation

Modification History

Release 1 This version first released with CPP Property Services Training Package Version 7.0.

Supersedes and is equivalent to CPPSEC3002A Manage conflict through negotiation.

Updated to meet the Standards for Training Packages.

Release 2 This version first released with CPP Property Services Training Package Version 8.1

Revised *Assessment of performance* in Assessment Conditions.

Performance Evidence

To demonstrate competency in this unit, a person must manage conflict and security risks using negotiation in three different security risk situations.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when managing conflict and security risks through negotiation:
  - anti-discrimination and diversity
  - apprehension, arrest and restraint of persons
  - duty of care
  - licensing requirements and limits of own authority
  - use of force
  - workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- factors that may indicate escalation of conflict or risk and situations requiring specialist assistance
- how to access specialist assistance for negotiating conflict resolution

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- negotiation techniques and how they can be used to defuse and resolve conflict, maintain positive interaction, divert and minimise aggressive behaviour
- principles of effective communication
- process of dynamic risk assessment and how it is applied
- the effects of power plays on a conflict situation
- the phonetic alphabet and how it is used
- types of behaviours and non-verbal language that can escalate conflict or incite aggressive or hostile responses from others
- ways that social and cultural differences may be expressed.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in an operational workplace environment or an environment that reflects workplace conditions. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to manage conflict and security risks using negotiation
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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

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CPPSEC3102 Maintain operational safety and security of work environment

Modification History

Release 1.

Supersedes and equivalent to CPPSEC3007A Maintain security of environment.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to maintain operational safety and security of the work environment.

It includes:

- reviewing work instructions and applying procedures and policies to comply with legal rights and responsibilities
- assessing the work environment to identify risks and vantage points
- monitoring environmental factors to maintain operational safety and security and recognise changing circumstances
- formulating and implementing security response measures that maximise safety and security
- reporting and preserving incident scenes.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the	Performance criteria describe what needs to be done to

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essential outcomes.	demonstrate achievement of the element.
1. Prepare for security operation.	1.1 Review work instructions and workplace procedures and policies including WHS to ensure compliance with legal rights and responsibilities. 1.2 Use interpersonal techniques with relevant persons to develop, support and promote confidence. 1.3 Select and organise security equipment required to meet work instructions. 1.4 Assess work environment to locate access and entry points, emergency equipment and facilities, and to identify security vantage points.
2. Monitor environment to maintain operational safety and security.	2.1 Monitor environmental factors and security equipment to maintain situational awareness and promptly recognise changing circumstances. 2.2 Gather and receive information from others in the work area using communication that is courteous and professional and which accounts for individual social and cultural differences. 2.3 Conduct regular and systematic personal safety checks, and take corrective actions as required to maintain operational safety and security. 2.4 Communicate regularly with relevant persons to give instructions and exchange up-to-date operational information in accordance with workplace requirements.
3. Formulate and carry out response to security risk situation.	3.1 Identify security risk situation and assess degree of risk to self, others, property and premises. 3.2 Formulate security response appropriate to assessed risk level, and which maximises the safety and security of self, others, property and premises. 3.3 Implement security risk control procedures and adjust response to adapt to changing circumstances. 3.4 Promptly seek specialist assistance or advice as required to maintain operational safety and security.
4. Finalise security operation.	4.1 Finalise security response, record details of risk and response procedures undertaken, and preserve incident scene. 4.2 Report operational outcomes to relevant persons. 4.3 Complete and securely maintain operational documentation in accordance with workplace requirements.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to use security industry approved communication terminology, codes and signals
- writing skills to:
  - maintain operational documentation
  - complete routine reports and forms
- reading skills to interpret:
  - workplace procedures and policies that clarify legal rights and responsibilities and WHS requirements
  - information and instructions written in English, such as directional signs and emergency procedures
- speaking and listening skills to:
  - use questions to clarify and verify spoken security risk information
  - communicate to give instructions
- numeracy skills to estimate time required to carry out operational tasks
- problem solving skills to:
  - formulate response options to match security risk situation
  - evaluate and adjust security response measures to meet changing risk circumstances
  - recognise security risk situations requiring specialist assistance
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others.

Unit Mapping Information

Supersedes and equivalent to CPPSEC3007A Maintain security of environment.

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

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Assessment Requirements for CPPSEC3102 Maintain operational safety and security of work environment

Modification History

Release 1.

Supersedes and equivalent to CPPSEC3007A Maintain security of environment.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must maintain operational safety and security of the work environment for three separate security operations involving, in each operation, different security risk situations.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when maintaining operational safety and security of the work environment:
  - anti-discrimination and diversity
  - counter terrorism
  - crowd control and control of persons under the influence of intoxicating substances
  - duty of care
  - limits of own authority
  - workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- chain of command relevant to security operation
- crowd behaviour, dynamics and movement patterns that can threaten security
- current national terrorism threat level and context
- factors that may indicate escalation of conflict or risk and situations requiring specialist assistance
- methods of restraint and associated effects including causes and signs and symptoms of asphyxia
- negotiation techniques and how they can be used to defuse and resolve conflict
- premises emergency and evacuation procedures
- premises site layout

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- procedures for communicating and collaborating with emergency services
- process of dynamic risk assessment and how it is applied
- purpose of Australia's *Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack
  - signs of chemical weapons attack and recommended response
- general features of improvised explosive devices and recommended incident response
- site emergency and evacuation plan and procedures
- the phonetic alphabet and how it is used
- types of behavioural anomalies and suspect behaviours that can indicate criminal activity, hostile reconnaissance or the potential for terrorist activity
- types of behaviours and non-verbal language that can escalate conflict or incite aggressive or hostile responses from others
- types of security risk situations that may be encountered during guarding operations and response options for each, including situations involving terrorism and bomb threats
- ways that social and cultural differences may be expressed.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to maintain operational safety and security of work environment
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry

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- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

Links

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CPPSEC3103 Determine and implement response to security risk situation

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC3003A Determine response to security risk situation.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to determine and implement responses to security risk situations.

It includes:

- reviewing and complying with workplace procedures, policies and legal rights and responsibilities to implement security risk responses within specified legal and strategic limits and the scope of own competence and authority
- identifying and verifying security risk situations and exchanging information with others to clarify risk factors, assess risk and formulate response options appropriate to the degree of risk
- evaluating, selecting and implementing a preferred security response that maximise the safety and security of people, property and premises
- reporting, securing and preserving the incident scene.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

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Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Confirm, verify and communicate security risk situations.	1.1 Review workplace procedures and policies including workplace health and safety (WHS) to ensure compliance with legal rights and responsibilities and own role and authority for responding to security risk situations. 1.2 Receive and verify information on security risk situation and confirm risk authenticity, in consultation with relevant persons. 1.3 Monitor the work environment to promptly identify changing circumstances and factors that may impact security risk. 1.4 Maintain accurate and up-to-date information exchange to clarify risk situation with relevant persons.
2. Assess security risk situations and formulate response options.	2.1 Assess security risk situation to establish nature and degree of risk to people, property and premises. 2.2 Formulate security risk response options that are appropriate to the nature and degree of risk and comply with workplace policies and procedures.
3. Evaluate and implement security response.	3.1 Evaluate security response options and select preferred control measure to address known and potential risk factors. 3.2 Ensure that security response is within scope of own competence and authority and maximises the safety and security of people, property and premises. 3.3 Select and use equipment and resources to implement security response. 3.4 Review and adjust security response to adapt to changing risk circumstances in consultation with relevant persons. 3.5 Report security situation and response details using workplace documentation. 3.6 Secure and preserve incident scene and maintain security following response procedures.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to use security industry approved communication terminology, codes and signals

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- writing skills to record and describe security situations and responses
- reading skills to interpret:
  - workplace procedures and policies that clarify legal rights and responsibilities
  - signs written in English
- speaking and listening skills to:
  - use questions to clarify and verify spoken security risk information
  - give clear, sequenced instructions and reports
- numeracy skills to calculate time when recording incident details
- problem solving skills to:
  - formulate response options to match security risk situation
  - evaluate and adjust security response measures to meet changing risk circumstances
  - recognise security risk situations requiring specialist assistance
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC3003A Determine response to security risk situation.

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

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Assessment Requirements for CPPSEC3103 Determine and implement response to security risk situation

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC3003A Determine response to security risk situation.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must determine and implement responses to three different security risk situations.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when determining and implementing responses to security risk situations:
  - anti-discrimination and diversity
  - apprehension, arrest and restraint of persons
  - counter terrorism
  - crowd control and control of persons under the influence of intoxicating substances
  - duty of care
  - licensing requirements and limits of own authority
  - trespass and the removal of persons
  - use of force
- workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- crowd behaviour, dynamics and movement patterns that can threaten security
- current national terrorism threat level and context
- empty hand techniques
- factors that may indicate escalation of conflict or risk and situations requiring specialist assistance
- methods and reasons for securing and preserving an incident or crime scene

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- methods for preserving, maintaining, storing and transporting evidence and exhibits that may be used in court
- negotiation techniques and how they can be used to defuse and resolve conflict
- procedures for communicating and collaborating with emergency services
- process of dynamic risk assessment and how it is applied
- purpose of Australia's *Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack
  - signs of chemical weapons attack and recommended response
  - general features of improvised explosive devices and recommended incident response
- signs of possible harassment or assault
- site emergency and evacuation plans and procedures
- the phonetic alphabet and how it is used
- types of behavioural anomalies and suspect behaviours that can indicate criminal activity, hostile reconnaissance or the potential for terrorist activity
- types of behaviours and non-verbal language that can escalate conflict or incite aggressive or hostile responses from others
- types of security risk situations and response options for each including:
  - persons acting suspiciously
  - persons carrying weapons
  - persons suffering from emotional or physical distress
  - persons under the influence of intoxicating substances
  - persons, vehicles or equipment in unsuitable locations
  - presence of biological hazards or chemical spills
  - potential terrorist activity including the suspected presence of explosives, suspicious packages, bags or substances
- ways that social and cultural differences may be expressed.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

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The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to determine and implement responses to security risk situations
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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

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CPPSEC3104 Coordinate monitoring and control of individual and crowd behaviour

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC2010A Protect safety of persons.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to coordinate monitoring and control of individual and crowd behaviour.

It includes:

- assessing and controlling potential threats and security risks associated with site layout and monitoring individual and crowd behaviour and movement
- implementing security response procedures to control risk, remove immediate threat and seek assistance
- recording, reporting and reviewing work outcomes to identify procedural improvements.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Confirm work	1.1 Review work instructions and workplace policies and

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and legal requirements for monitoring and controlling individual and crowd behaviour.	procedures and clarify requirements in consultation with relevant persons. 1.2 Clarify legal rights, reporting chain of command, roles and responsibilities with relevant persons.
2. Prepare to oversee monitoring and control of individual and crowd behaviour.	2.1 Maintain personal dress and presentation to meet work instructions and workplace standards for appearance. 2.2 Check resources and equipment for operational effectiveness following manufacturers' instructions, and rectify or report faulty and damaged equipment. 2.3 Assess site layout including access and exit points, barriers and thoroughfares, and identify strategic observation points to monitor crowd movement and behaviour. 2.4 Assess potential threats and security risks and provide clear response instructions to team members to maintain safety and security.
3. Oversee monitoring of individual and crowd behaviour.	3.1 Use communication equipment to exchange up-to-date situational information with team members and conduct regular and systematic personal safety checks. 3.2 Monitor individual and crowd behaviour and movement and assess risk associated with changing circumstances. 3.3 Identify persons behaving in a potentially disruptive manner and assess degree of risk to self, others, premises and property. 3.4 Intervene early to explain legal rights and responsibilities and behavioural expectations for subject of threat to remain in the work area.
4. Oversee control of individual and crowd behaviour.	4.1 Act promptly to respond to threat and negotiate alternative strategies to de-escalate risk level. 4.2 Apply security response procedures that minimise use of force and maximise safety and security of persons, premises and property. 4.3 Use defensive techniques where reasonable to control person and remove immediate threat. 4.4 Use communication equipment to request assistance from relevant persons. 4.5 Monitor subject of threat and provide assistance to ensure their ongoing safety and wellbeing.
5. Report and review individual and	5.1 Record and report outcomes and observations of individual and crowd monitoring activities using workplace documentation.

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crowd monitoring and control outcomes.	5.2 Facilitate review and debrief of individual and crowd monitoring and control outcomes to identify procedural improvements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to use security industry approved communication terminology, codes and signals
- writing skills to:
  - use a variety of expressions and sentence structures to provide factual information and express opinions when recording incident observations
- reading skills to interpret:
  - work instructions and roles and responsibilities
  - procedures and policies that clarify legal rights and responsibilities
- speaking and listening skills to:
  - use questions to clarify and verify spoken information when clarifying roles and reporting chain of command
  - use a radio to give clear, sequenced instructions to team members and people in crowds
- numeracy skills to estimate time required to carry out work tasks
- problem solving skills to:
  - assess potential threats and security risks
  - formulate response options to match security threat
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC2010A Protect safety of persons.

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

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Assessment Requirements for CPPSEC3104 Coordinate monitoring and control of individual and crowd behaviour

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC2010A Protect safety of persons.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must on two separate occasions and at different sites, coordinate monitoring and control of individual and crowd behaviour. On each occasion the person must prepare documented outcomes and observations of individual and crowd monitoring activities that identify at least one procedural improvement.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- workplace policies and procedures and client policies that ensure compliance with legal rights and responsibilities when coordinating the monitoring and control of individual and crowd behaviour:
  - anti-discrimination and diversity
  - apprehension, arrest and restraint of persons
  - counter terrorism
  - crowd control and control of persons under the influence of intoxicating substances
  - duty of care
  - limits of own authority
  - right of entry under common law
  - trespass and the removal of persons
  - use of force
  - workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- basic principles of effective leadership
- crowd behaviour, dynamics and movement patterns that can threaten security
- current national terrorism threat level and context
- how negotiation techniques can be used to defuse and resolve conflict

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- measures to prevent crushing in mass gatherings
- procedures for communicating and collaborating with emergency services
- process of dynamic risk assessment and how it is applied
- purpose of Australia's *Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack
  - signs of chemical weapons attack and recommended response
  - general features of improvised explosive devices and recommended incident response
- right of entry rules for work area
- security risks posed by crowds and mass gatherings
- signs of intoxication
- signs and symptoms of restraint asphyxia
- signs that a person is drug-affected
- site emergency and evacuation plans and procedures
- site layout, including entrances, exits, first-aid points and potential hazards
- the phonetic alphabet and how it is used
- types of behavioural anomalies and suspect behaviours that can indicate criminal activity, hostile reconnaissance or the potential for terrorist activity
- types of behaviours and non-verbal language that can escalate conflict
- understanding of the force model
- ways that social and cultural differences may be expressed.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in an operational workplace environment or environment that reflects workplace conditions. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

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- specifications of assessment tasks to coordinate monitoring and control of individual and crowd behaviour
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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

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CPPSEC3105 Coordinate provision of quality security services to clients

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC3006A Coordinate a quality security service to clients.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to coordinate provision of quality security services to a range of clients.

It includes:

- clarifying work instructions, procedures and policies to deliver quality client services that satisfy specific client needs and preferences
- using interpersonal techniques and negotiation to offer service options that meet client requirements
- monitoring services and implementing contingency measures to maintain client satisfaction and negotiate resolution of conflict or client complaints
- using interview and survey techniques to gather feedback on client service satisfaction and identifying and implementing service improvements.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

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Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Identify client needs and service preferences.	1.1 Review workplace policies and procedures to ensure compliance with legal rights and responsibilities when providing services to a range of clients. 1.2 Use interpersonal techniques to discuss and clarify client service preferences, needs and expectations. 1.3 Provide client with information about security services and systems to meet their specific needs, and assist client to select preferred option. 1.4 Recognise personal limitations that may impede the provision of required client services and seek assistance from relevant persons.
2. Deliver quality client service.	2.1 Review and follow work instructions to provide client services. 2.2 Identify client's special requirements and adjust service to meet their needs. 2.3 Anticipate service problems or delays and promptly implement contingency arrangements to maintain client satisfaction. 2.4 Maintain communication with client and monitor service provision to provide up-to-date information and respond to changing circumstances. 2.5 Use negotiation to resolve conflict and client complaints, and report issues to relevant persons.
3. Review and improve client service.	3.1 Seek regular feedback from clients to ascertain their satisfaction with service provision using interview and survey techniques. 3.2 Analyse client feedback in consultation with relevant persons and identify improvements to future service provision. 3.3 Record and implement agreed improvements to client service procedures. 3.4 Securely maintain client records according to legislative and workplace requirements.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to use security industry approved terminology
- writing skills to prepare routine reports and maintain client records using information technology such as a computer and software to send email communications
- reading skills to interpret:
  - procedures and policies that clarify legal rights and responsibilities and client service standards
  - information and instructions written in English
- speaking and listening skills to:
  - use questions and paraphrasing to clarify client needs
  - use negotiation to resolve client complaints and conflict
  - orally report client service information and issues, face-to-face and using a radio or phone
- numeracy skills to estimate time required to meet client service requirements
- problem solving skills to:
  - select client services to meet client needs and expectations
  - adjust service to meet changing circumstances or client needs
  - identify areas where client service can be improved
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC3006A Coordinate a quality security service to clients.

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

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Assessment Requirements for CPPSEC3105 Coordinate provision of quality security services to clients

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC3006A Coordinate a quality security service to clients.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must coordinate provision of quality security services to three different clients.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when coordinating the provision of security services to clients:
  - anti-discrimination and diversity
  - duty of care
  - limits of own authority
  - privacy and confidentiality
  - workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- how to read and use non-verbal communication to gain the confidence of others
- interpersonal techniques that promote positive interactions and communication with clients
- limits of own responsibility and authority
- methods for complying with privacy and confidentiality regulations when gathering, presenting and storing client information
- negotiation techniques and how they can be applied to resolve conflict
- organisational client service standards
- procedures and standards for reporting to clients
- questioning techniques that can be used to elicit specific information on client needs and preferences

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- rights and responsibilities of different types of clients
- techniques for gathering and analysing client feedback using interviews and surveys
- types of security clients and available services and security systems to meet their needs
- uniform and personal grooming requirements to maintain a professional image
- ways that individual and social differences may be expressed
- ways to engage people with individual social and cultural differences and strategies for overcoming language barriers.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to coordinate the provision of quality security services to clients
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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

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CPPSEC3106 Gather, organise and present security information and documentation

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC3005A Prepare and present security documentation and reports.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to gather, organise and present security information and documentation. It includes:

- collecting and validating security information using factual and surveillance methods and information technologies
- presenting gathered security information into a documented report within required timeframes
- technology skills to access, store, study, retrieve, transmit and manipulate data or information.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.

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1. Gather security information.	1.1 Review and clarify work instructions and workplace procedures and policies to ensure compliance with legal rights and responsibilities when gathering, organising and presenting security information and documentation. 1.2 Collect required security information from spoken, observed and written sources.
2. Organise and check security information.	2.1 Assess gathered security information to confirm validity, reliability and relevance. 2.2 Identify omissions and source additional information from established sources. 2.3 Review collected security information to confirm completeness and accuracy to meet work instructions. 2.4 Prioritise and organise information in a logical manner that facilitates analysis and dissemination.
3. Edit and present security information and documentation.	3.1 Prepare draft security documentation and edit content to ensure it contains clear and concise language and accurate information. 3.2 Review draft, and seek and incorporate feedback from relevant persons. 3.3 Finalise security documentation and check that it complies with workplace standards for style, format and accuracy. 3.4 Present final security documentation within designated timeframes to meet work instructions. 3.5 File and securely store retained information in a manner that facilitates future retrieval and maintains confidentiality.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to use security industry approved terminology
- writing skills to:
- prepare security documentation using information technology such as a computer and software to send email communications
    - select and integrate security information to complete a range of formatted texts and forms
    - use concise and factual notes to record information gained from spoken sources such as voice recordings and interviews

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    - sequence security information to present cohesive text
- reading skills to interpret:
    - procedures and policies that clarify legal rights and responsibilities
    - information and instructions written in English
    - security information provided in different formats and contexts including medical reports
- speaking and listening skills to:
    - use questions to clarify the meaning and accuracy of security information
    - use paraphrasing to check understanding of information gathered from spoken sources
- numeracy skills to interpret and calculate security data in numerical format
- problem solving skills to:
    - edit own work to identify and correct omissions and errors
    - validate accuracy and sources when gathering information using the Internet
- technology skills to use a range of common information technologies to access, store, study, retrieve, transmit and manipulate data or information, for example mobile phones and devices, and computer and software packages including Internet browsers.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC3005A Prepare and present security documentation and reports.

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

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Assessment Requirements for CPPSEC3106 Gather, organise and present security information and documentation

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC3005A Prepare and present security documentation and reports.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must, within required timeframes, develop two written reports to present gathered security information to meet the requirements of different work instructions.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when gathering, organising and presenting security information and documentation:
  - anti-discrimination and diversity
  - duty of care
  - limits of own authority
  - privacy and surveillance
  - workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- basic research techniques that can be used to gather security information
- interpersonal techniques that promote positive interactions and communication with others
- interview techniques used to gather security information
- methods for complying with privacy and confidentiality regulations when gathering, presenting and storing security information
- methods for recording and reporting incidents
- observation and monitoring techniques used to gather security information
- operational functions of a range of information technologies used to gather, organise and present security information
- protocols and requirements for presenting evidence in court

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- questioning techniques that can be used to elicit specific information
- requirements for recording information that is factual and can be used as evidence in court
- surveillance procedures that comply with legal requirements
- techniques for validating the accuracy and reliability of security information
- ways to engage people with individual social and cultural differences and strategies for overcoming language barriers
- workplace standards for the presentation of security information and documentation.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in an operational workplace environment or environment that reflects workplace conditions. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to gather, organise and present security information and documentation
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- information technologies required to gather, organise and present security information and documentation
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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

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CPPSEC3107 Monitor security and coordinate response from control rooms

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC3020A Monitor security from control room.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to monitor security and coordinate a field response from within a control room.

It includes:

- checking security systems and equipment for correct operation and cross-checking consistent information exchange with companion monitoring systems
- monitoring security, interpreting information and alarms, assessing risk and deploying field staff for security response
- conducting regular and systematic checks with field staff to provide information and directions and assistance
- carrying out change of shift procedures, updating security databases and completing documentation.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the	Performance criteria describe what needs to be done to

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essential outcomes.	demonstrate achievement of the element.
1. Prepare for control room operations.	1.1 Review workplace procedures and policies to ensure compliance with legal rights and responsibilities when conducting control room operations. 1.2 Clarify operational information in consultation with relevant persons. 1.3 Check security system and equipment to confirm correct operation following manufacturers' instructions. 1.4 Identify system or equipment faults or malfunctions and rectify or report for remedial action in accordance with workplace requirements. 1.5 Cross-check systems and equipment with companion monitoring systems and confirm accurate and consistent information exchange.
2. Monitor security and deploy field staff.	2.1 Operate and monitor security systems and equipment to maintain security. 2.2 Receive and interpret security information and alarm, and assess incident nature and risk. 2.3 Deploy field staff to carry out security response proportionate to the nature of incident and risk. 2.4 Conduct regular and systematic checks with field staff to provide information and directions and to maintain security. 2.5 Respond promptly to irregular or non-responses from field staff to maintain safety and security of people, property and premises.
3. Finalise control room operations and complete documentation.	3.1 Carry out change of shift procedures ensuring monitoring and system continuity. 3.2 Update security database following workplace procedures. 3.3 Complete and securely maintain workplace documentation in accordance with workplace requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to use security industry approved communication terminology, codes and signals
- writing skills to:

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    - maintain workplace documentation
    - complete routine reports and forms
- reading skills to interpret:
    - procedures and policies that clarify legal rights and responsibilities
    - technical information contained in manufacturers' instructions
    - visual information contained in closed circuit television (CCTV) screens and security cameras
- speaking and listening skills to:
    - use questions to clarify and verify spoken security information
    - use communication equipment to give clear, sequenced instructions and information when deploying field staff
- numeracy skills to estimate time and resources required to carry out operational tasks
- problem solving skills to:
    - formulate response options to match alarm or security risk situation
    - rectify equipment or system malfunctions
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others
- technology skills to input, manipulate, retrieve and store electronic data in a variety of formats including databases.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC3020A Monitor security from control room.

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

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Assessment Requirements for CPPSEC3107 Monitor security and coordinate response from control rooms

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC3020A Monitor security from control room.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must monitor security and coordinate response from control rooms to four alarm events covering different risk scenarios in each event.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when monitoring security and coordinating a response from a control room:
  - casinos and gaming
  - counter terrorism
  - duty of care
  - information privacy and confidentiality
  - licensing requirements and limits of own authority
  - surveillance
  - workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- chain of command relevant to control room operation
- communication formats relating to security systems (high speed, contact ID etc.)
- crowd behaviour, dynamics and movement patterns that can threaten security
- current national terrorism threat level and context
- difference between local and monitored alarms
- factors that may indicate escalation of conflict or risk and situations requiring specialist assistance

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- operational principles of a range of security systems, equipment and software used in control rooms
- procedures for change of shift
- procedures for communicating and collaborating with emergency services
- procedures for deploying field staff to respond to security risks and alarms
- procedures for preparing, storing and retrieving surveillance footage
- process of dynamic risk assessment and how it is applied
- purpose of Australia's *Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack
  - signs of chemical weapons attack and recommended response
- general features of improvised explosive devices and recommended incident response
- range of security risk or incident situations and appropriate response procedures implemented from a control room
- roles and responsibilities of field staff
- signs of possible harassment or assault
- surveillance recording systems (digital and analogue) and interfaces
- the phonetic alphabet and how it is used
- types of computer operating systems used in a control room
- types of behavioural anomalies and suspect behaviours that can indicate criminal activity, hostile reconnaissance or the potential for terrorist activity
- types of detectors monitored from a control room including passive infrared sensor (PIR), and dual tech
- ways that social and cultural differences may be expressed.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

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Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer. Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to monitor security and coordinate response from control rooms
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations
- a security control room with operational equipment and systems.

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

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CPPSEC3108 Store, protect and dispose of security information

Modification History

Release 1.

Supersedes and is non-equivalent to CPPSEC3012A Store and protect information.

Significant changes made to the unit to reflect current industry needs.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to store, protect and dispose of security information, including evidence that may be used in future judicial proceedings.

It includes:

- storing information for future retrieval using methods that preserve and maintain data integrity
- monitoring information movement and security
- disposing of security information using appropriate disposal methods and maintaining records to track information disposal.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Collect, assess and record security	1.1 Review and apply workplace procedures and policies when storing, protecting and disposing of security information.

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information.	1.2 Collect security information and assess for accuracy and potential future use to meet client requirements. 1.3 Clarify legal rights and responsibilities and apply to work tasks when protecting, storing and disposing of security information to meet client requirements with relevant persons. 1.4 Use information technologies to label, register and record security information in accordance with workplace requirements.
2. Store security information for future retrieval.	2.1 Assess storage requirements and address factors that may impact on the safety of stored information in consultation with relevant persons. 2.2 Store security information using methods that are appropriate to the required storage timeframe, that preserve information integrity and condition, and that prevent loss. 2.3 Safely store security information for future analysis, dissemination and use in accordance with workplace requirements. 2.4 Establish and maintain continuity logs to monitor information movement and security.
3. Dispose of security information.	3.1 Verify authorisation, with relevant persons, to dispose of security information. 3.2 Assess type of security information and select appropriate disposal method. 3.3 Dispose of security information using legal disposal methods. 3.4 Complete and securely maintain records to track information disposal in accordance with workplace requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to use security industry approved terminology
- writing skills to label, register and record security information and continuity logs, using information technology and using concise and factual data
- reading skills to interpret:
  - procedures and policies that clarify legal rights and responsibilities
  - security information and evidence in a range of written, digital and diagrammatic or pictorial formats, such as film, photos, legal documents and text messages
- speaking and listening skills to:

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    - use questions and active listening to clarify and discuss factors that may impact on the safety of stored information
    - use paraphrasing to check understanding when verifying authorisation to dispose of security information
    - interpret information contained in audio files
- numeracy skills to interpret and calculate security data in numerical format
- problem solving skills to:
    - validate the accuracy of security information
    - assess potential future use of security information
    - select storage methods that are suitable for the preservation requirements of different types of security information
    - select information disposal methods
- technology skills to use a range of common information technologies to access, store, study, retrieve, transmit and manipulate data and information.

Unit Mapping Information

Supersedes and is non-equivalent to CPPSEC3012A Store and protect information.

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

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Assessment Requirements for CPPSEC3108 Store, protect and dispose of security information

Modification History

Release 1.

Supersedes and is non-equivalent to CPPSEC3012A Store and protect information.

Significant changes made to the unit to reflect current industry needs.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must store, protect and dispose of security information for two different security assignments. For each assignment, the person must use information technology to collect, assess, record, store and successfully retrieve in its original condition the following types of security information:

- two audio files
- two digital images
- two hard copy documents
- two text messages
- two emails.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when storing, protecting and disposing of security information:
  - anti-discrimination and diversity
  - duty of care
  - limits of own authority
  - privacy and surveillance
  - workplace health and safety (WHS)
- approved communication terminology used in the security industry
- basic research techniques that can be used to collect and assess security information
- different types and formats of security information and evidence that require storage and preservation and may be used in future judicial proceedings
- factors that may impact on the safety of stored security information
- interpret security information provided in different formats and contexts

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- legal methods for disposing of different types of security information and evidence
- methods for complying with privacy and confidentiality regulations when collecting, storing and disposing of security information
- operational functions of a range of information technologies used to collect, store, record, retrieve and dispose of security information in a range of formats
- procedures for verifying authorisation to dispose of security information
- storage and preservation methods for a range of security information and evidence formats that:
  - are appropriate to the required storage timeframe
  - are suitable for the effective retention and preservation of information in original condition
  - prevent cross contamination
  - prevent damage
  - prevent interference or tampering
  - prevent theft
- techniques for establishing and maintaining continuity logs to monitor information movement and security
- techniques for validating the accuracy and reliability of security information.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in an operational workplace environment or environment that reflects workplace conditions. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to store, protect and dispose of security information
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- information technologies required to gather, organise and present security information and documentation

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- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

Links

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CPPSEC3109 Use and maintain security databases and compile reports

Modification History

Release 1.

Supersedes and is non-equivalent to CPPSEC3021A Maintain and use security database.

Significant changes made to the unit to reflect current industry needs

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to use and maintain security databases and compile reports.

It includes:

- setting up hardware, software, databases and information systems
- using and maintaining security databases and a broad range of database functions
- monitoring and reviewing database performance and effectiveness and using feedback to implement improvements
- compiling data in the required reporting format and checking accuracy, compatibility and reliability.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.

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1. Establish security database and systems.	1.1 Review workplace procedures and policies to ensure compliance with legal rights and responsibilities when maintaining and using security databases. 1.2 Set up workstation to comply with ergonomic considerations and use work processes that conserve resources. 1.3 Use software and hardware to meet data requirements following manufacturers' specifications. 1.4 Monitor and regularly update virus protection software to ensure continuous data integrity and protection. 1.5 Confirm data access, security and storage requirements and set up systems to ensure data security and confidentiality. 1.6 Set up and follow regular housekeeping, maintenance and back-up procedures. 1.7 Implement stand-by database and alternative strategies to address operational faults and deficiencies in database systems.
2. Use and maintain security database.	2.1 Confirm and comply with data entry, output and presentation requirements to meet work instructions. 2.2 Obtain data from verifiable sources and check for variations in data quality. 2.3 Use database functions to input verified data, check data accuracy and quality, and rectify errors. 2.4 Diagnose and report errors and lags in data processing or information discrepancies. 2.5 Identify faults requiring specialist assistance and organise repairs in consultation with relevant persons. 2.6 Monitor database performance and identify and implement measures to improve content, interfaces and effectiveness in consultation with relevant persons.
3. Compile report and improve database and systems.	3.1 Produce report in the required format, and check content to confirm accuracy and data compatibility and reliability. 3.2 Request and use feedback to improve the effectiveness and performance of database and systems. 3.3 Store and protect security data, and complete and maintain documentation with due regard to confidentiality in accordance with workplace requirements.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- writing skills to:
  - produce reports using information technology such as a computer and software
  - collate and present data in a logical and sequential manner
- reading skills to interpret:
  - procedures and policies that clarify legal rights and responsibilities
  - manufacturers' instructions to correctly set up hardware and database systems
  - security data that may be technical and numerical in nature, such as database formulae and queries
- speaking and listening skills to:
  - use questions and active listening to clarify and discuss system faults
  - use paraphrasing to check understanding when receiving spoken feedback to improve systems
- numeracy skills to:
  - interpret and calculate statistical information
  - use simple mathematical formulae within databases
- problem solving skills to:
  - verify the accuracy of security data
  - recognise variations in data quality
  - troubleshoot system problems and identify faults
- technology skills to:
  - use a range of common information technologies to access, store, study, retrieve, transmit and manipulate data and information, for example computer and software packages involving spreadsheets
  - type and use a keyboard to enter data.

Unit Mapping Information

Supersedes and is non-equivalent to CPPSEC3021A Maintain and use security database.

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

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Assessment Requirements for CPPSEC3109 Use and maintain security databases and compile reports

Modification History

Release 1.

Supersedes and is non-equivalent to CPPSEC3021A Maintain and use security database.

Significant changes made to the unit to reflect current industry needs

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must use and maintain security databases to compile reports to meet the requirements of two different security assignments.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when using and maintaining security databases and compiling reports:
  - anti-discrimination and diversity
  - duty of care
  - limits of own authority
  - privacy and surveillance
  - workplace health and safety (WHS)
- backup and recovery methodologies used for security databases and systems
- basic research techniques that can be used to verify sources of security data
- data analysis techniques
- data entry procedures and processes
- database administration, security and storage requirements
- database functions and diagnostic tools
- methods for complying with privacy and confidentiality regulations when collecting, storing and disposing of security information
- methods for conserving energy and resources when using information technologies and their outputs
- methods for ensuring workstation meets ergonomic requirements
- presentation and reporting formats used for security data
- techniques for creating queries and formulae to analyse and process security data

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- types of database software and hardware and their uses.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to use and maintain security databases and compile reports
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- information technologies required to gather, organise and present security information and documentation
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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

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CPPSEC3110 Control persons using batons

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC3014A Control persons using baton.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to control persons using batons.

It includes:

- following correct procedures for drawing and holding batons and adopting stance and tactical positioning
- using negotiation techniques to defuse conflict, and direct and restrain a person
- using a baton to apply defensive strikes to target areas of the body, and avoiding vital areas and monitoring the wellbeing of the subject
- reviewing and evaluating the effectiveness of the response to identify improved practices.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Confirm legal requirements and	1.1 Review workplace policies and procedures including WHS to ensure compliance with legal rights and responsibilities when

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assess need to use baton.	using batons for security work. 1.2 Assess need to present baton against known information and potential and existing risks and threats.
2. Confirm personal safety needs and draw baton.	2.1 Select and use PPE to meet WHS requirements. 2.2 Check and confirm personal safety needs and identify withdrawal options. 2.3 Draw baton in a non-threatening manner while maintaining eye contact with subject. 2.4 Hold baton according to type, and maintain a secure grip to ensure continuous control. 2.5 Adopt stance that is confident, assertive, balanced and allows for tactical positioning.
3. Direct person using baton.	3.1 Use interpersonal techniques to exchange information with the subject and negotiate to defuse conflict and aggression. 3.2 Clearly and assertively advise subject of intention to use baton. 3.3 Use baton to restrain person and adjust response to minimise force while preventing continued aggressive behaviour.
4. Apply defensive strikes using baton.	4.1 Continually observe subject to anticipate movement and aggression. 4.2 Strike baton ensuring contact with the subject is minimised and avoids vital areas of the body. 4.3 Restrict baton strikes to target areas of hands, arms, lower abdomen, legs or feet. 4.4 Control and limit force of strike to prevent continued or escalated aggression, and discontinue baton use immediately when threat ceases or decreases. 4.5 Monitor wellbeing of subject and provide first aid and seek immediate assistance as required from relevant persons. 4.6 Use communication equipment to report incident details to relevant persons.
5. Finalise and evaluate response.	5.1 Review and evaluate effectiveness of baton response against incident circumstances and observations, in consultation with relevant persons. 5.2 Identify improvements to future security response procedures using batons. 5.3 Inspect condition of baton and report identified faults. 5.4 Complete incident report and securely maintain

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	documentation in accordance with workplace requirements. 5.5 Recognise effects of stress and manage own well-being using stress-management techniques.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to provide information or advice in a form that is preferred and understood by the receiver and engages minority groups
- writing skills to:
  - record and describe incident observations and actions taken
  - complete routine reports and forms
- reading skills to interpret workplace procedures and policies that clarify legal rights and responsibilities
- speaking and listening skills to:
  - use questions and active listening to exchange and understand information with subject
  - control tone of voice when negotiating with the subject
  - give clear and succinct spoken warnings and directions when negotiating with the subject
  - use a radio to give clear and sequenced information when reporting incident details
- numeracy skills to estimate distance when adopting stance and tactical positioning
- problem solving skills to:
  - formulate response options to match nature of risk
  - target baton strikes and avoid vital areas of the body
  - recognise situations requiring the need to call emergency services.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC3014A Control persons using baton.

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

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Assessment Requirements for CPPSEC3110 Control persons using batons

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC3014A Control persons using baton.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must control persons using batons in three different threat situations involving persons holding weapons.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when controlling persons using batons:
  - anti-discrimination and diversity
  - apprehension, arrest and restraint of persons
  - duty of care
  - licensing requirements and limits of own authority
  - trespass and the removal of persons
  - use of force
  - workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- arrest and control techniques using batons
- basic negotiation techniques
- blocking techniques using batons
- first aid procedures and their application
- methods of restraint and associated effects, including signs of positional asphyxiation
- procedures for communicating with emergency services personnel
- procedures for effecting an arrest
- process of dynamic risk assessment and how it is applied
- response options using batons that are within specified legal limits
- signs that a person may be suffering from emotional or physical distress

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- signs that a person may be suffering from mental illness
- signs that a person may be under the influence of intoxicating substances
- stances and grips to be adopted when using baton
- target (strike) areas of the body (hands, arms, legs and feet)
- techniques for drawing batons
- types and uses of personal protective equipment (PPE) required when using batons
- types of batons and holds and grips associated with each
- types of injuries that can be incurred from baton strike including fractures, shock and bleeding
- understanding of the force model
- vital areas of the body and reasons they are to be avoided (head, neck, throat, spine, tailbone, chest, kidney and liver, clavicle and collar bone)
- ways in which social and cultural differences may be expressed.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to control persons using batons
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry including:
  - a baton
  - weapon props to enable achievement of the performance evidence
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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Links

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CPPSEC3111 Restrain persons using handcuffs

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC3015A Restrain persons using handcuffs.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to restrain persons using handcuffs.

It includes:

- identifying and assessing the need to use handcuffs, confirming personal safety needs including personal protective equipment (PPE) and monitoring and observing the subject to approach allowing a safe defensive distance
- applying handcuffs using appropriate pressure, checking that they are locked and can be unlocked, and minimising physical contact and humiliation or indignity that may be suffered by the subject
- using communication to give directions and warnings, and removing handcuffs in a manner that maintains control of the subject.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.

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1. Prepare to use handcuffs.	1.1 Review workplace procedures and policies including WHS to ensure compliance with legal rights and responsibilities when using handcuffs for security work. 1.2 Check handcuffs to ensure correct operation and report malfunctions. 1.3 Select and use PPE to meet WHS requirements.
2. Assess need to use handcuffs	2.1 Assess need to use handcuffs against known information and potential and existing risks and threats. 2.2 Monitor and observe movement and actions of subject and use approach that allows a safe defensive distance. 2.3 Adjust response to minimise force and prevent continued aggressive behaviour.
3. Apply handcuffs with sensitivity to subject's needs.	3.1 Use interpersonal techniques to exchange information with the subject, negotiate to defuse conflict and aggression, and warn of intention to use handcuffs. 3.2 Identify situations requiring assistance and use communication equipment to seek support from relevant persons. 3.3 Apply handcuffs using appropriate pressure, and minimising physical contact, and humiliation or indignity suffered by the subject. 3.4 Check that handcuffs are secure after application, and can be removed in the event of an emergency.
4. Direct and detain subject.	4.1 Direct subject to a seated or standing position that maximises control and opportunities for detention, and ensures their wellbeing. 4.2 Monitor subject to ensure their safety and wellbeing, and ascertain their intention to comply with instructions. 4.3 Give clear and succinct spoken warnings and directions to indicate intention to remove handcuffs, and maintain control of detained subject.
5. Finalise and evaluate response.	5.1 Review and evaluate effectiveness of response using handcuffs against incident circumstances and observations, in consultation with relevant persons. 5.2 Identify improvements to future security response procedures where subjects are restrained using handcuffs. 5.3 Inspect condition of handcuffs and report identified faults. 5.4 Complete and securely maintain workplace documentation in accordance with workplace requirements.

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	5.5 Recognise effects of stress and manage own well-being using stress management techniques.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to provide information or advice in a form that is preferred and understood by the receiver and engages minority groups
- writing skills to record and describe incident observations and actions taken
- reading skills to interpret workplace procedures and policies that clarify legal rights and responsibilities
- speaking and listening skills to:
  - use questions and active listening to exchange and understand information with subject and monitor their compliance
  - control tone of voice when negotiating with the subject
  - give clear and succinct spoken warnings and directions when negotiating with the subject
  - use communication equipment to give clear and sequenced information when reporting incident details
- numeracy skills to estimate distance when adopting stance and tactical positioning
- problem solving skills to:
  - formulate response options to match nature of risk
  - apply handcuffs with sensitivity to the subject's physical needs
  - recognise situations requiring the need to call emergency services
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC3015A Restrain persons using handcuffs.

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

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Assessment Requirements for CPPSEC3111 Restrain persons using handcuffs

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC3015A Restrain persons using handcuffs.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must restrain persons using handcuffs in three different threat situations.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when restraining persons using handcuffs:
  - anti-discrimination and diversity
  - apprehension, arrest and restraint of persons
  - duty of care
  - licensing requirements and limits of own authority
  - trespass and the removal of persons
  - use of force
  - workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- basic negotiation techniques
- methods for applying and removing handcuffs
- methods for restraining people who have wrists that are too large for handcuffs
- methods of restraint and associated positions and effects, including signs and symptoms of asphyxiation
- potential issues and health risks associated with the incorrect application of handcuffs
- procedures for communicating with emergency services personnel
- process for dynamic risk assessment and how it is applied
- response options using handcuffs that are within specified legal limits
- security risks that warrant use of handcuffs, and those that do not

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- signs that a person may be suffering from emotional or physical distress
- signs that a person may be suffering from mental illness
- signs that a person may be under the influence of intoxicating substances
- types and uses of personal protective equipment (PPE) required when restraining a person using handcuffs
- types of injuries that can be incurred from restraint using handcuffs
- ways in which social and cultural differences may be expressed.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in an operational workplace environment or environment that reflects workplace conditions. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer. Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to restrain persons using handcuffs
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry including handcuffs to allow achievement of the performance evidence
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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

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CPPSEC3112 Manage training and well-being of dogs for security functions

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC3010A Manage dogs for security functions.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to manage the training and well-being of dogs used for security functions.

It includes:

- applicable legislative and organisational, animal welfare and licensing requirements relevant to handling guard dogs
- identifying and assessing the needs of the dog and handler team, and inspecting canine breeds to select a dog suitable for the security role
- developing and implementing a training maintenance plan to meet the performance objectives of the dog and handler team
- maintaining the dog's health and well-being including cleaning and maintaining its facilities and equipment.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the	Performance criteria describe what needs to be done to

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essential outcomes.	demonstrate achievement of the element.
1. Select dog for security role.	1.1 Review workplace procedures and policies including WHS to ensure compliance with legal rights and responsibilities when managing security dogs. 1.2 Identify and assess needs of security dog and handler team. 1.3 Inspect appropriate canine breeds and select suitable dog to meet security role. 1.4 Check dog's health and training records and confirm suitability for security role.
2. Develop dog and handler training maintenance plan.	2.1 Develop a tailored training maintenance program to address the unique needs, strengths and weaknesses of the security dog and handler team. 2.2 Schedule training to meet priority needs within an agreed timeframe. 2.3 Update training plan to meet changing needs of security dog and handler team.
3. Implement dog and handler maintenance training.	3.1 demonstrate dog handling techniques which minimise risk to self, others and dog. 3.2 Select and use suitable protective clothing and equipment and training aids. 3.3 Conduct maintenance training according to schedule and timeframes. 3.4 Assess the security dog's response to training and adjust methods to achieve team performance objectives. 3.5 Complete training records using workplace documentation.
4. Maintain dog's health and well-being.	4.1 Monitor security dog's health and condition and immediately address identified needs and problems in consultation with relevant persons. 4.2 Administer preventive health treatments and maintain a diet that meets security dog's nutritional requirements. 4.3 Maintain security dog at a high level of fitness. 4.4 Clean and maintain security dog's facilities and equipment to the required standard.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- writing skills to:
  - maintain security dog training records
  - document a training maintenance program
- reading skills to interpret:
  - procedures and policies that clarify legal rights and responsibilities and WHS requirements
  - security dog health and training records and information from the breeder
- speaking and listening skills to use questions and active listening to exchange and understand information when inspecting dogs
- numeracy skills to schedule and conduct training to meet timeframes
- problem solving skills to:
  - select a dog to match the requirements of the security role
  - formulate training exercises to meet dog and handler team objectives
  - identify symptoms of ill health and take necessary actions to maintain the well-being of dogs.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC3010A Manage dogs for security functions.

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

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Assessment Requirements for CPPSEC3112 Manage training and well-being of dogs for security functions

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC3010A Manage dogs for security functions.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must manage the training and well-being of two dogs to ensure their competence to perform the following security functions:

- foot patrol
- assist with an arrest

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative, licensing and regulatory requirements when managing the training and well-being of dogs for security functions:
  - animal welfare
  - apprehension, arrest and restraint of persons
  - duty of care
  - licensing requirements and limits of own authority
  - trespass and the removal of persons
  - use of force
  - workplace health and safety (WHS)
- breeds, drives and behaviours of canines suitable for security work
- canine preventive health treatments and nutritional requirements
- canine training standards and procedures for the security context
- capabilities and limitations of a trained security dog
- common canine infections and contagious diseases
- kennel management including routine and emergency treatment of sick or injured dogs
- licensing and registration requirements for handling, using and owning security dogs
- methods to train dog to show aggression or bite with control and conditioning
- principles of continuation or maintenance training

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- procedures for conducting a patrol with a security dog
- procedures for effecting an arrest using a security dog
- requirements for muzzle and tactical training of dogs
- risks and hazards associated with use, training and care of security dogs and appropriate control measures
- safe canine handling methods and techniques
- security roles and functions suitable for canines
- standards of cleanliness and safety relating to the dog's facilities and equipment
- standards of training for obedience and handler protection
- training maintenance exercises for dogs and handlers
- training methods to ensure dog can defend handler and not escalate risk.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to manage training and well-being of dogs for security functions
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations
- two security dogs to allow achievement of the performance criteria.

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

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CPPSEC3113 Handle dogs for security patrols

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC3011A Handle dogs for security patrol.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to handle dogs while conducting a security patrol.

It includes:

- applicable legislative and organisational and licensing requirements relevant to handling guard dogs
- verifying the suitability of a dog to undertake patrol tasks
- handling and maintaining control of a dog while conducting a security patrol and assessing threat situations to determine appropriate use of the dog as a security measure
- applying the correct hold, release and arrest procedures to apprehend intruders.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Prepare for patrol with security	1.1 Review workplace procedures and policies to ensure compliance with legal rights and responsibilities when handling

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dog.	dog during security patrol. 1.2 Interpret work instructions and clarify patrol requirements with relevant persons. 1.3 Confirm security dog is suitable and trained to the standard required to meet patrol requirements 1.4 Check health, hygiene and stability of dog, and take required remedial action where signs of poor health or abnormal behaviour are detected in accordance with animal welfare requirements. 1.5 Organise and use personal protective equipment (PPE) and handling aids in accordance with workplace requirements.
2. Conduct patrol with security dog.	2.1 Carry out patrol tasks with security dog using safe handling methods. 2.2 Handle security dog in a manner that ensures minimal risk of injury to the dog, self and members of the public. 2.3 Monitor and maintain dog's operating efficiency and well-being throughout patrol.
3. Identify and respond to security threat.	3.1 apply general safety procedures to handle dogs, both leashed and unleashed in a security work environment. 3.2 Identify security threat and assess degree of risk to persons, property and premises. 3.3 Assess the threat situation to determine appropriate use of the dog as a security measure and implement response. 3.4 Check personal safety needs and seek assistance as required. 3.5 Apply hold, release and arrest procedures to apprehend intruder, ensuring minimal risk of injury to the dog, members of the public and self. 3.6 Adjust or discontinue response promptly to meet changing circumstances while maintaining control of dog. 3.7 Promptly attend to injuries to persons or the dog, and seek assistance from relevant persons as required. 3.8 Record patrol and response details using documentation in accordance with workplace requirements.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- writing skills to record patrol and response details using workplace documentation
- reading skills to interpret:
  - procedures and policies that clarify legal rights and responsibilities
  - work instructions that may be in written and diagrammatic formats
- speaking and listening skills to use questions and active listening to clarify patrol tasks and to effectively communicate with others, including emergency services
- numeracy skills to conduct patrol to meet required timeframes
- problem solving skills to:
  - verify the suitability of the dog's condition and training to meet patrol requirements
  - select security response options proportionate to the nature of risk
  - issue commands to a dog while responding to security threats.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC3011A Handle dogs for security patrol.

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

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Assessment Requirements for CPPSEC3113 Handle dogs for security patrols

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC3011A Handle dogs for security patrol.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must handle a dog weighing a minimum of 30 kilograms (adult), leashed and unleashed, for three different security patrol functions:

- patrol a site or premises
- patrol in a crowd setting
- search a building.
- For each function, the person must:
- demonstrate correct hold, release and arrest procedures to apprehend an intruder whilst maintaining effective control of the dog.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative, license and regulatory requirements when handling dogs for security patrols:
  - animal welfare
  - apprehension, arrest and restraint of persons
  - duty of care relating to animals and persons
  - limits of own authority
  - trespass and the removal of persons
  - use of force
  - workplace health and safety (WHS)
- capabilities and limitations of a trained security dog
- hold, release and arrest procedures for apprehending intruders
- common canine infections and contagious diseases
- defensive tactics for use with and without dogs
- licensing and registration requirements in relation to the handling, use and ownership of dogs

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- methods for inspecting baggage, vehicles and property using dogs
- methods to train dog to show aggression or bite with control and conditioning
- premises and property security requirements including search and confiscation procedures
- principles of continuation or maintenance training
- procedures for conducting a patrol with a security dog
- procedures for effecting an arrest using a security dog
- remedial action to be taken where the dog shows signs of poor health or abnormal behaviour
- requirements for use of muzzles
- risks and hazards associated with use, training and care of security dogs and appropriate control measures
- safe canine handling methods and techniques
- security roles and functions suitable for canines
- signs of poor health, hygiene and stability in a security dog.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to handle dogs for security patrols
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations
- a security dog to allow achievement of the performance evidence.

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Links

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CPPSEC3114 Control security risk situations using firearms

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC3008A Control security risk situations using firearms.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to control security risk situations using a firearm.

It includes:

- reviewing and complying with work instructions, procedures, workplace policies and legal rights and responsibilities including workplace health and safety (WHS) to discharge a firearm in response to a life-threatening situation within specified legal and strategic limits
- selecting and using protective and communication equipment, firearm and ammunition to meet work instructions
- identifying security threats and assessing the need and opportunity to present a firearm, and formulating response options that allow for changing risk circumstances
- using firearm control and tactical positioning techniques, discharging the firearm with consistent accuracy, and unloading, inspecting and storing the firearm after use.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Note:

This unit requires appropriate permits to be obtained to conduct firearms training in some states and territories.

This unit does not result in a firearms licence or permit. Refer to the regulatory requirements of individual states and territories.

Pre-requisite Unit

A learner must have achieved at least one of the three units of competency listed below, or a firearms training course approved in the relevant jurisdiction:

- CPPSEC3115 Carry, operate and maintain revolvers for security purposes
- CPPSEC3116 Carry, operate and maintain semi-automatic pistols for security purposes

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- CPPSEC3117 Carry, operate and maintain shotguns for security purposes

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Prepare for security response using a firearm.	1.1 Review work instructions to ensure compliance with workplace policies and legal rights and responsibilities when using a firearm to respond to a security risk situation. 1.2 Select and use protective and communication equipment to meet work instructions and WHS requirements. 1.3 Select firearm and conduct pre-operational checks to confirm safe and continuing operation of firearm. 1.4 Obtain ammunition appropriate to type of firearm according to manufacturers' instructions. 1.5 Load firearm with correct ammunition following manufacturers' specifications. 1.6 Carry firearm in a manner that ensures it is secure, protected and accessible for security response.
2. Identify need for security response and draw firearm.	2.1 Identify security threat and assess need and opportunity to present firearm. 2.2 Formulate response options that allow for changing risk circumstances. 2.3 Identify personal safety needs and use communication equipment to request assistance from relevant persons. 2.4 Negotiate with subject of threat to defuse conflict, and maintain communication that reflects sensitivity to individual social and cultural differences. 2.5 Use interpersonal techniques to provide clear warnings and instructions that are legally justifiable. 2.6 Draw firearm in a positive and controlled manner.
3. Evaluate threat and response options and discharge firearm.	3.1 Use personal positioning, stance and grip to maintain control of firearm. 3.2 Continually monitor threat to assess risk and evaluate

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	response options. 3.3 Select response option that accounts for safety needs of self and others that may be at risk from firearm discharge. 3.4 Use fluid tactical positioning to access available cover and protection during incident. 3.5 Discharge firearm to respond to life-threatening situation when it is the only reasonable option to remove threat within legal and strategic limits. 3.6 Maintain consistent accuracy when discharging firearm and react promptly to terminate force when threat ceases.
4. Finalise armed response and complete documentation.	4.1 Unload, inspect and store firearm, and report damage or faults. 4.2 Review presentation and discharge of firearm against circumstances of incident. 4.3 Identify improvements to procedures for future security response using firearms. 4.4 Complete and securely maintain operational documentation in accordance with workplace requirements. 4.5 Recognise effects of stress and manage own well-being using stress management techniques.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to:
  - provide instructions and warnings using structure and language to suit the audience and engage minority groups
  - use security industry approved communication terminology, codes and signals
- writing skills to:
  - record and describe incident observations and actions
  - complete routine reports and forms
- reading skills to interpret:
  - procedures and policies that clarify legal rights and responsibilities
  - technical information contained in manufacturers' instructions
- speaking and listening skills to:
  - use questions to clarify and verify spoken information
  - use a radio to give clear, sequenced information and request assistance

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- numeracy skills to estimate time required to carry out operational tasks
- problem solving skills to:
  - formulate response options to match threat and risk situation
  - evaluate and adjust security response measures to meet changing risk circumstances
  - recognise security risk situations requiring specialist assistance
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC3008A Control security risk situations using firearms.

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

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Assessment Requirements for CPPSEC3114 Control security risk situations using firearms

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC3008A Control security risk situations using firearms.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must control three different security risk situations using a firearm.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when controlling security risk situations using firearms:
  - anti-discrimination and diversity
  - apprehension, arrest and restraint of persons
  - carriage and use of firearms and weapons
  - counter terrorism
  - duty of care
  - licensing requirements and limits of own authority
  - use of force
  - workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- approved course of fire and standard of accuracy
- chain of command relevant to security operation
- current national terrorism threat level and context
- factors that may indicate escalation of conflict or risk and situations requiring specialist assistance
- firearm retention techniques

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- fundamentals of shooting including grip, stance, trigger control, sight alignment and picture, breathing and follow through
- legal consequences of pointing and discharging a firearm outside of an approved range
- negotiation techniques and how they can be used to defuse and resolve conflict and prevent discharge of firearm
- premises emergency and evacuation procedures
- procedures for communicating and collaborating with emergency services
- procedures for responding to multiple threats
- process of dynamic risk assessment and how it is applied
- purpose of Australia's *Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack
  - signs of chemical weapons attack and recommended response
  - general features of improvised explosive devices and recommended incident response
- techniques for safe handling, carriage, unloading and unloading firearm
- the phonetic alphabet and how it is used
- types of behaviours and non-verbal language that can escalate conflict or incite aggressive or hostile responses from others
- types of behavioural anomalies and suspect behaviours that can indicate criminal activity, hostile reconnaissance or the potential for terrorist activity
- types of security risk situations that may be encountered during armed assignments and appropriate responses
- understanding of the force model
- ways that social and cultural differences may be expressed.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in an operational workplace environment or environment that reflects workplace conditions. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

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Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessment of performance must comply with jurisdictional regulatory requirements for conducting firearms training and assessment.

This unit must be assessed in conjunction with one of the following units of competency unless the person has already completed an approved firearms training course in the relevant jurisdiction and can provide appropriate supporting evidence:

- CPPSEC3115 Carry, operate and maintain revolvers for security purposes
- CPPSEC3116 Carry, operate and maintain semi-automatic pistols for security purposes
- CPPSEC3117 Carry, operate and maintain shotguns for security purposes.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to control security risk situations using firearms
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- firearm, ammunition and duty gear to complete work instructions
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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

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CPPSEC3115 Carry, operate and maintain revolvers for security purposes

Modification History

Release 1.

New unit.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to safely and legally carry, operate and maintain revolvers for security purposes.

It includes:

- reviewing and complying with range rules and procedures, workplace policies and legal rights and responsibilities including firearms and weapons Acts and workplace health and safety (WHS)
- selecting and checking the revolver, ammunition, duty gear and required personal protective equipment (PPE), and following manufacturers' specifications to ensure correct and safe operation
- operating a revolver demonstrating correct techniques for loading and unloading, draw and recovery, retention, shooting and discharging multiple shots at the same target and multiple targets to the required standard of accuracy
- discharging a revolver at an approved range following local range rules and instructions from range personnel
- cleaning and maintaining revolvers following point, remove, observe, verify and examine (PROVE) safety procedures.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Note:

This unit requires appropriate permits to be obtained to conduct firearms training in some states and territories.

This unit does not result in a firearms licence or permit. Refer to the regulatory requirements of individual states and territories.

Pre-requisite Unit

Nil

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Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Prepare to carry and operate revolver.	1.1 Review workplace policies and procedures including WHS to ensure compliance with legal rights and responsibilities when carrying and operating revolvers for security purposes. 1.2 Select revolver and correct ammunition and duty gear for revolver type, and use required personal protective equipment (PPE) and clothing. 1.3 Check that equipment is operational following manufacturers' instructions and rectify or report faults or malfunctions.
2. Draw, use and recover revolver.	2.1 Check and load ammunition following manufacturers' instructions and safely recover revolver. 2.2 Draw revolver safely to ready position. 2.3 Operate revolver demonstrating compliance with fundamentals of shooting principles. 2.4 Control revolver to demonstrate correct retention techniques. 2.5 Use available cover and concealment, and demonstrate correct techniques for low light shooting. 2.6 Discharge multiple shots at the same target and multiple targets to meet the required standard of accuracy. 2.7 Perform immediate and remedial actions in the event of revolver malfunction. 2.8 Safely unload and recover revolver.
3. Discharge revolver at approved range.	3.1 Interpret and comply with local range rules at approved shooting range. 3.2 Select and fit PPE including hearing and eye protection, and baseball cap to comply with range rules. 3.3 Handle revolver according to fundamentals of shooting principles. 3.4 Follow commands from range personnel or firearms

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	instructors. 3.5 Select correct ammunition for revolver and load as instructed by range personnel or firearms instructor. 3.6 Discharge revolver to meet approved course of fire and achieve required standards. 3.7 Complete range register and incident report as required.
4. Clean and maintain revolver.	4.1 Apply PROVE procedures to physically check revolver, swing out cylinder and confirm that the chamber is empty prior to cleaning. 4.2 Select and use correct tools and cleaning kit for revolver following manufacturers' instructions. 4.3 Access a suitable venue to clean revolver following WHS procedures. 4.4 Disassemble and clean revolver following manufacturers' instructions. 4.5 Reassemble revolver and inspect to confirm safety and correct operation.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- writing skills to complete range registers and incident reports
- reading skills to interpret:
  - standard operating procedures and policies that clarify legal rights and responsibilities
  - manufacturers' instructions and technical information when checking, operating and cleaning revolvers
  - signs that detail range rules that may be in written and diagrammatic formats
- speaking and listening skills to:
  - understand spoken commands from range personnel and firearms instructors
  - use questions to clarify instructions
- numeracy skills to apply basic mathematical techniques to:
  - select and use correct amount of ammunition
  - discharge correct number of shots
- problem solving skills to:
  - recognise faults and malfunctions in revolvers and equipment
  - correctly disassemble and reassemble revolver

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- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others.

Unit Mapping Information

New unit.

This version first released with CPP Property Services Training Package Version 7.0.

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

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Assessment Requirements for CPPSEC3115 Carry, operate and maintain revolvers for security purposes

Modification History

Release 1.

New unit.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must carry, operate and maintain revolvers for security purposes in:

- one dry fire environment
- one live fire shooting range.

On each occasion, the person must:

- draw and recover revolver safely keeping fingers off the trigger until target is acquired and ensuring the muzzle does not cross body parts
- demonstrate each of the following loading and unloading techniques:
  - administrative loading
  - tactical loading using speed strips and speed loaders
  - using pouches to store speed strips and speed loaders
- demonstrate compliance with fundamentals of shooting principles while handling a revolver:
  - grip
  - stance
  - trigger control
  - sight alignment and picture
  - breathing
  - follow through.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when carrying, operating and maintaining revolvers for security purposes:
  - carriage and use of firearms and weapons

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  - duty of care
  - licensing requirements and limits of own authority
  - range rules at approved shooting range
  - selection and use of ammunition
  - selection and use of duty gear
  - use of force
  - workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- approved course of fire
- different procedures for operating various revolver types and models
- duty gear required for carrying and using revolvers
- effective range of law-enforcement ammunition
- firearms retention techniques
- fundamentals of shooting including grip, stance, trigger control, sight alignment and picture, breathing and follow through
- legal consequences of pointing and firing a revolver outside of an approved range
- loading and unloading techniques including administrative loading, tactical loading using speed strips and speed loaders, and using pouches to store speed strips and speed loaders
- low light shooting techniques
- methods for discharging multiple shots at same target and multiple targets
- nomenclature of modern law-enforcement ammunition
- nomenclature of modern law-enforcement revolvers
- operating sequence and principles of revolvers
- personal protective equipment (PPE) required when carrying and using revolvers and using an approved range
- procedures for attending an approved shooting range
- procedures for responding to multiple threats
- reasons finger must remain off trigger until target is sighted
- reasons muzzle must not cross body parts when drawing and recovering revolvers from or to holsters
- process of dynamic risk assessment and how it is applied
- rules of approved shooting range
- situations where it is appropriate to draw or use a revolver to manage a perceived threat according to the use of force model
- techniques for proving a revolver: point in a safe direction, remove ammunition, observe chamber, verify feeding path, and examine bore for obstructions
- techniques for safely drawing and recovering a revolver and moving to ready position
- the phonetic alphabet and how it is used
- types of security risk situations that may be encountered during armed assignments and appropriate responses

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Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in an operational workplace environment or environment that reflects workplace conditions. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessment of performance must comply with jurisdictional regulatory requirements for conducting firearms training and assessment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to safely and legally carry, operate and maintain revolvers for security purposes
- appropriate documents, materials, and equipment currently used in industry
- revolver, ammunition, duty gear and PPE to meet work instructions
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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

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CPPSEC3116 Carry, operate and maintain semi-automatic pistols for security purposes

Modification History

Release 1 This version first released with CPP Property Services Training Package Version 7.0

New unit

Release 2 This version first released with CPP Property Services Training Package Release 7.1.

Minor change to Knowledge Evidence for loading and unloading techniques.

Application

This unit specifies the skills and knowledge required to safely and legally carry, operate and maintain semi-automatic pistols for security purposes.

It includes:

- reviewing and complying with range rules and procedures, workplace policies and legal rights and responsibilities including firearms and weapons Acts and workplace health and safety (WHS)
- selecting and checking the pistol, ammunition, duty gear and required personal protective equipment (PPE), and following manufacturers' specifications to ensure correct and safe operation
- operating a semi-automatic pistol demonstrating correct techniques for loading and unloading, draw and recovery, retention, shooting and discharging multiple shots at the same target and multiple targets to the required standard of accuracy
- discharging a semi-automatic pistol at an approved range following local range rules and instructions from range personnel
- cleaning and maintaining semi-automatic pistols following point, remove, observe, verify and examine (PROVE) safety procedures.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Note:

This unit requires appropriate permits to be obtained to conduct firearms training in some states and territories.

This unit does not result in a firearms licence or permit. Refer to the regulatory

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Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Prepare to carry and operate semi-automatic pistol.	1.1 Review workplace policies and procedures including WHS to ensure compliance with legal rights and responsibilities when carrying and operating semi-automatic pistols for security purposes. 1.2 Select semi-automatic pistol and correct ammunition and duty gear for semi-automatic pistol type, and use required personal protective equipment (PPE) and clothing. 1.3 Check that equipment is operational following manufacturers' instructions and rectify or report faults or malfunctions.
2. Draw, use and recover semi-automatic pistol.	2.1 Check and load ammunition following manufacturers' instructions and safely recover semi-automatic pistol. 2.2 Draw semi-automatic pistol safely to ready position. 2.3 Operate semi-automatic pistol demonstrating compliance with fundamentals of shooting principles. 2.4 Control semi-automatic pistol to demonstrate correct retention techniques. 2.5 Use available cover and concealment, and demonstrate correct techniques for low light shooting. 2.6 Discharge multiple shots at the same target and multiple targets to meet the required standard of accuracy. 2.7 Perform immediate and remedial actions in the event of semi-automatic pistol malfunction. 2.8 Safely unload and recover semi-automatic pistol.

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3. Discharge semi-automatic pistol at approved range.	3.1 Interpret and comply with local range rules at approved shooting range. 3.2 Select and fit PPE including hearing and eye protection, and baseball cap to comply with range rules. 3.3 Handle semi-automatic pistol according to fundamentals of shooting principles. 3.4 Follow commands from range personnel or firearms instructors. 3.5 Select correct ammunition for semi-automatic pistol and load as instructed by range personnel or firearms instructor. 3.6 Discharge semi-automatic pistol to meet approved course of fire and achieve required standards. 3.7 Complete range register and incident report as required.
4. Clean and maintain semi-automatic pistol.	4.1 Apply PROVE procedures to physically check semi-automatic pistol, remove magazine and confirm the chamber is empty prior to cleaning. 4.2 Select and use correct tools and cleaning kit for semi-automatic pistol following manufacturers' instructions. 4.3 Access a suitable venue to clean semi-automatic pistol following WHS procedures. 4.4 Disassemble and clean semi-automatic pistol following manufacturers' instructions. 4.5 Reassemble semi-automatic pistol and inspect to confirm safety and correct operation.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- writing skills to complete range registers and incident reports
- reading skills to interpret:
  - standard operating procedures and policies that clarify legal rights and responsibilities
  - manufacturers' instructions and technical information when checking, operating and cleaning semi-automatic pistols
  - signs that detail range rules that may be in written and diagrammatic formats
- speaking and listening skills to:
  - understand spoken commands from range personnel and firearms instructors
  - use questions to clarify instructions

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- numeracy skills to apply basic mathematical techniques to:
  - select and use correct amount of ammunition
  - discharge correct number of shots
- problem solving skills to:
  - recognise faults and malfunctions in semi-automatic pistols and equipment
  - correctly disassemble and reassemble semi-automatic pistols
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others.

Unit Mapping Information

New unit.

This version first released with CPP Property Services Training Package Version 7.0.

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

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Assessment Requirements for CPPSEC3116 Carry, operate and maintain semi-automatic pistols for security purposes

Modification History

Release 1 This version first released with CPP Property Services Training Package Version 7.0

New unit

Release 2 This version first released with CPP Property Services Training Package Release 7.1.

Minor change to Knowledge Evidence for loading and unloading techniques.

Performance Evidence

To demonstrate competency in this unit, a person must carry, operate and maintain semi-automatic pistols for security purposes in:

- one dry fire environment
- one live fire shooting range.

On each occasion, the person must:

- draw and recover the semi-automatic pistol safely keeping fingers off the trigger until target is acquired and ensuring the muzzle does not cross body parts
- demonstrate each of the following loading and unloading techniques:
  - administrative loading
  - tactical loading using magazines
  - using pouches to store magazines
- demonstrate compliance with fundamentals of shooting principles while handling a semi-automatic pistol:
  - grip
  - stance
  - trigger control
  - sight alignment and picture
  - breathing
  - follow through.

In doing this, the person must meet the performance criteria for this unit.

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Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when carrying, operating and maintaining semi-automatic pistols for security purposes:
  - carriage and use of firearms and weapons
  - duty of care
  - licensing requirements and limits of own authority
  - range rules at approved shooting range
  - selection and use of ammunition
  - selection and use of duty gear
  - use of force
  - workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- approved course of fire
- different procedures for operating various semi-automatic pistol types and models
- duty gear required for carrying and using semi-automatic pistols
- effective range of law-enforcement ammunition
- firearms retention techniques
- fundamentals of shooting including grip, stance, trigger control, sight alignment and picture, breathing and follow through
- legal consequences of pointing and firing a semi-automatic pistol outside of an approved range
- demonstrate each of the following loading and unloading techniques, including administrative loading, tactical loading using magazines and using pouches to store magazines
- low light shooting techniques
- methods for discharging multiple shots at same target and multiple targets
- nomenclature of modern law-enforcement ammunition
- nomenclature of modern law-enforcement semi-automatic pistols
- operating sequence and principles of semi-automatic pistols
- personal protective equipment (PPE) required when carrying and using semi-automatic pistols and using an approved range
- procedures for attending an approved shooting range
- procedures for responding to multiple threats
- process for dynamic risk assessment and how it is applied
- reasons finger must remain off trigger until target is sighted
- reasons muzzle must not cross body parts when drawing and recovering semi-automatic pistols from or to holsters
- rules of approved shooting range

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- situations where it is appropriate to draw or use a semi-automatic pistol to manage a perceived threat according to the use of force model
- techniques for proving a semi-automatic pistol: point in a safe direction, remove ammunition, observe chamber, verify feeding path, and examine bore for obstructions
- techniques for safely drawing and recovering a semi-automatic pistol and moving to ready position
- the phonetic alphabet and how it is used
- types of security risk situations that may be encountered during armed assignments and appropriate responses.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessment of performance must comply with jurisdictional regulatory requirements for conducting firearms training and assessment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to safely and legally carry, operate and maintain semi-automatic pistols for security purposes
- appropriate documents, materials, and equipment currently used in industry
- semi-automatic pistol, ammunition, duty gear and PPE to meet work instructions
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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

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CPPSEC3117 Carry, operate and maintain shotguns for security purposes

Modification History

Release 1.

New unit.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to safely and legally carry, operate and maintain shotguns for security purposes.

It includes:

- reviewing and complying with range rules and procedures, workplace policies and legal rights and responsibilities including firearms and weapons Acts and workplace health and safety (WHS)
- selecting and checking the shotgun, ammunition, duty gear and required personal protective equipment (PPE), and following manufacturers' specifications to ensure correct and safe operation
- operating a shotgun demonstrating correct techniques for loading and unloading, carrying, retention, shooting and discharging multiple shots at the same target and multiple targets to the required standard of accuracy
- discharging a shotgun at an approved range following local range rules and instructions from range personnel
- cleaning and maintaining shotguns following point, remove, observe, verify and examine (PROVE) safety procedures.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Note:

This unit requires appropriate permits to be obtained to conduct firearms training in some states and territories.

This unit does not result in a firearms licence or permit. Refer to the regulatory requirements of individual states and territories.

Pre-requisite Unit

Nil

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Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Prepare to carry and operate shotgun.	1.1 Review workplace policies and procedures including WHS to ensure compliance with legal rights and responsibilities when carrying and operating shotguns for security purposes. 1.2 Select shotgun and correct ammunition and duty gear for shotgun type, and use required personal protective equipment (PPE) and clothing. 1.3 Check that equipment is operational following manufacturers' instructions and rectify or report faults or malfunctions.
2. Operate a shotgun.	2.1 Access shotgun from car carry position and load ammunition. 2.2 Operate shotgun demonstrating compliance with fundamentals of shooting principles. 2.3 Control shotgun to demonstrate correct retention techniques. 2.4 Use available cover and concealment, and demonstrate correct techniques for low light shooting. 2.5 Discharge multiple shots at the same target and multiple targets to meet the required standard of accuracy. 2.6 Perform immediate and remedial actions in the event of shotgun malfunction. 2.7 Safely unload, store and secure shotgun in car carry position.
3. Discharge shotgun at approved range.	3.1 Interpret and comply with local range rules at approved shooting range. 3.2 Select and fit PPE including hearing and eye protection, and baseball cap to comply with range rules. 3.3 Handle shotgun according to fundamentals of shooting principles. 3.4 Follow commands from range personnel or firearms

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	instructors. 3.5 Select correct ammunition for shotgun and load as instructed by range personnel or firearms instructor. 3.6 Discharge shotgun to meet approved course of fire and achieve required standards. 3.7 Complete range register and incident report as required.
4. Clean and maintain shotgun.	4.1 Apply PROVE procedures to physically check shotgun is safe and empty of ammunition prior to cleaning. 4.2 Select and use correct tools and cleaning kit for shotgun following manufacturers' instructions. 4.3 Access a suitable venue to clean shotgun following WHS procedures. 4.4 Disassemble and clean shotgun following manufacturers' instructions. 4.5 Reassemble shotgun and inspect to confirm safety and correct operation.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- writing skills to complete range registers and incident reports
- reading skills to interpret:
  - standard operating procedures and policies that clarify legal rights and responsibilities
  - manufacturers' instructions and technical information when checking, operating and cleaning shotguns
  - signs that detail range rules that may be in written and diagrammatic formats
- speaking and listening skills to:
  - understand spoken commands from range personnel and firearms instructors
  - use questions to clarify instructions
- numeracy skills to apply basic mathematical techniques to:
  - select and use correct amount of ammunition
  - discharge correct number of shots
- problem solving skills to:
  - recognise faults and malfunctions in shotguns and equipment
  - correctly disassemble and reassemble shotgun
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others

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Unit Mapping Information

New unit.

This version first released with CPP Property Services Training Package Version 7.0.

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

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Assessment Requirements for CPPSEC3117 Carry, operate and maintain shotguns for security purposes

Modification History

Release 1.

New unit.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must carry, operate and maintain shotguns for security purposes in:

- one dry fire environment
- one live fire shooting range.

On each occasion, the person must demonstrate:

- loading and unloading techniques:
  - administrative loading
  - combat load
  - loading for car carry
  - downloading to car carry
- compliance with fundamentals of shooting principles:
  - grip
  - stance
  - trigger control
  - sight alignment and picture
  - breathing
  - follow through.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when carrying, operating and maintaining shotguns for security purposes:
  - carriage and use of firearms and weapons
  - duty of care
  - licensing requirements and limits of own authority

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  - range rules at approved shooting range
  - selection and use of ammunition
  - selection and use of duty gear
  - use of force
  - workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- approved course of fire
- different procedures for operating various shotgun types and models
- duty gear required for carrying and using shotguns
- effective range of law-enforcement ammunition
- firearms retention techniques
- fundamentals of shooting including grip, stance, trigger control, sight alignment and picture, breathing and follow through
- legal consequences of pointing and firing a shotgun outside of an approved range
- loading and unloading techniques including administrative loading, combat load, loading for car carry and downloading to car carry
- low light shooting techniques
- methods for discharging multiple shots at same target and multiple targets
- nomenclature of modern law-enforcement ammunition
- nomenclature of modern law-enforcement shotguns
- operating sequence and principles of shotguns
- personal protective equipment (PPE) required when carrying and using shotguns and using an approved range
- procedures for attending an approved shooting range
- procedures for responding to multiple threats
- process of dynamic risk assessment and how it is applied
- reasons finger must remain off trigger until target is sighted
- rules of approved shooting range
- situations where it is appropriate to draw or use a shotgun to manage a perceived threat according to the use of force model
- techniques for proving a shotgun: point in a safe direction, remove ammunition, observe chamber, verify feeding path, and examine bore for obstructions
- the phonetic alphabet and how it is used
- types of security risk situations that may be encountered during armed assignments and appropriate responses.

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Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessment of performance must comply with jurisdictional regulatory requirements for conducting firearms training and assessment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to safely and legally carry, operate and maintain shotguns for security purposes
- appropriate documents, materials, and equipment currently used in industry
- shotgun, ammunition, duty gear and PPE to meet work instructions
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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

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CPPSEC3118 Inspect and test cash-in-transit security equipment and rectify faults

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC3052A Inspect and test cash-in-transit security equipment.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to inspect and test cash-in-transit security equipment and rectify identified faults to ensure continuity of cash-in-transit security services.

It includes:

- reviewing maintenance schedules and manufacturers' instructions to inspect and test a range of cash-in-transit equipment, components and warning systems to confirm operational effectiveness and identify faults
- assessing the impact of faults on cash-in-transit security services, and promptly coordinating replacement systems or equipment to ensure continuity of services
- regular monitoring of the work environment to identify, assess and control potential hazards and risks.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

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Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Inspect and test cash-in-transit security equipment.	1.1 Review maintenance schedules, procedures and equipment information to confirm inspection and testing requirements. 1.2 Review work procedures to ensure compliance with legislative and workplace requirements for inspecting and testing cash-in-transit security equipment. 1.3 Select and organise tools and equipment required to meet work instructions. 1.4 Conduct pre-operational checks of cash-in-transit security equipment following manufacturers' specifications. 1.5 Monitor the work area continuously to ensure ongoing safety. 1.6 Check and test equipment, components and warning systems for operational effectiveness following manufacturers' specifications and report faults to relevant persons.
2. Assess and rectify faults in cash-in-transit security equipment.	2.1 Assess identified equipment faults to clarify impact on cash-in-transit security services. 2.2 Identify and assess potential hazards and risks to security services and the work area, and implement necessary controls. 2.3 Tag non-serviceable systems or equipment and arrange repair or disposal in accordance with workplace requirements. 2.4 Promptly coordinate replacement system or equipment to ensure continuity of cash-in-transit security services.
3. Record and report inspection and testing results.	3.1 Report results of equipment inspection, testing and maintenance to relevant persons. 3.2 Complete inspection and testing records using documentation in accordance with workplace requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to use security industry approved communication terminology, codes and signals
- writing skills to:
  - record equipment maintenance and fault details

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    - complete routine reports and forms
- reading skills to interpret:
    - workplace procedures and policies that clarify legal rights and responsibilities and WHS requirements
    - written and diagrammatic equipment manufacturers' instructions, procedures, technical data and specifications
- speaking and listening skills to:
    - use questions and active listening to clarify work tasks
    - orally report issues arising from equipment checking and testing
- numeracy skills to estimate time to complete work tasks
- problem solving skills to:
    - test equipment to identify faults
    - assess the impact of faulty equipment on provision of security services
- self-management skills to coordinate the timely replacement of faulty systems or equipment
- technology skills to check and test cash-in-transit security equipment.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC3052A Inspect and test cash-in-transit security equipment.

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

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Assessment Requirements for CPPSEC3118 Inspect and test cash-in-transit security equipment and rectify faults

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC3052A Inspect and test cash-in-transit security equipment.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must inspect and test the following cash-in-transit security equipment items for operational effectiveness:

- two types of communication equipment:
  - mounted two-way radio
  - portable two-way radio
- one alarm system
- one access control system
- one surveillance camera.

For two different types of equipment listed above, the person must identify one fault.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when inspecting and testing cash-in-transit security equipment:
  - duty of care
  - licensing requirements for cash-in-transit operations
  - licensing requirements and permits for firearms
  - limits of own responsibility and authority
  - surveillance
  - workplace health and safety (WHS) including manual handling
- common faults and malfunctions in cash-in-transit security equipment and devices
- operational features and functions of a range of cash-in-transit security equipment and devices
- procedures for activating and de-activating a range of security systems and devices

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- procedures for inspecting and testing a range of cash-in-transit security equipment and devices
- procedures for responding to a violent encounter including armed robbery
- procedures for tagging non-serviceable equipment and systems
- process of dynamic risk assessment and how it is applied
- risks and hazards posed by faulty equipment and inspection and testing activities, and related precautions and controls
- tools and equipment required to inspect and test cash-in-transit security equipment.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in an operational workplace environment or environment that reflects workplace conditions. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to inspect and test cash-in-transit security equipment and rectify faults
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry including equipment required to achieve the performance evidence:
- two types of communication equipment:
  - mounted two-way radio
  - portable two-way radio
- alarm system
- access control system
- surveillance camera
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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Links

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CPPSEC3119 Implement cash-in-transit security procedures

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC3051A Implement cash-in-transit security procedures.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to implement cash-in-transit security procedures to protect consignments and secure the work area.

It includes:

- reviewing and complying with work instructions, workplace procedures and policies and legal rights and responsibilities including workplace health and safety (WHS) to identify and control hazards and risks
- constant surveillance of people, vehicles and goods in the work area, operating security systems to prevent unauthorised access, and coordinating a response to security incidents to maintain safety and security of the consignment, self, people and property
- problem-solving to predict consequences and apply contingencies where incidents can escalate to emergency situations.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the	Performance criteria describe what needs to be done to

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essential outcomes.	demonstrate achievement of the element.
1. Prepare for cash-in-transit operation.	1.1 Review work instructions, procedures and workplace policies to ensure compliance with legal rights and responsibilities when implementing cash-in-transit security procedures. 1.2 Operate and check security and communications equipment to verify operational effectiveness. 1.3 Conduct systematic safety checks and confirm correct strategic positioning and tactics to ensure security of consignment. 1.4 Monitor people, goods and vehicles in the work area to identify hazards, assess risks to consignment, and implement necessary security controls. 1.5 Record receipt and delivery of consignment in accordance with workplace requirements. 1.6 Check consignment content to verify security, and report discrepancies to relevant persons.
2. Maintain surveillance and security of work area.	2.1 Monitor security equipment to maintain situational awareness and identify changing circumstances in the work area. 2.2 Operate security systems to secure work area and prevent unauthorised access. 2.3 Regularly check security equipment to ensure operational effectiveness and take immediate corrective actions where faults are identified.
3. Coordinate response to security incident.	3.1 Observe the work area to identify security incident and assess risk of escalation and emergencies. 3.2 Direct immediate security response, following WHS procedures, to protect consignment and safety of self, people and property. 3.3 Use communication equipment to receive and transmit accurate and concise incident information to relevant persons.
4. Finalise cash-in-transit operation and report incident.	4.1 Finalise cash-in-transit security procedures and record details using documentation in accordance with workplace requirements. 4.2 Report account of security incident details to relevant persons.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to use security industry approved communication terminology, codes and signals
- writing skills to:
  - record consignment receipt and delivery information
  - complete routine reports and forms
- reading skills to interpret:
  - workplace procedures and policies that clarify legal rights and responsibilities and WHS requirements
  - information and instructions written in English, such as consignment documents and labels and safety data sheets (SDS)
- speaking and listening skills to:
  - use questions to clarify and verify spoken security risk information
  - use communication equipment to give clear, sequenced instructions and reports, for example when reporting discrepancies with consignment content
- numeracy skills to estimate time when receiving and delivering consignments
- problem solving skills to:
  - recognise suspicious movements of people, vehicles or goods in the work area
  - assess incidents and potential emergency situations and apply contingency measures
  - identify malfunctioning security equipment
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC3051A Implement cash-in-transit security procedures.

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

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Assessment Requirements for CPPSEC3119 Implement cash-in-transit security procedures

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC3051A Implement cash-in-transit security procedures.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must implement cash-in transit security procedures for two separate operations involving different security risk situations.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when implementing cash-in-transit security procedures:
  - anti-discrimination and diversity
  - apprehension, arrest and restraint of persons
  - counter terrorism
  - duty of care
  - licensing requirements and permits for firearms, and handling and carrying dangerous goods
  - limits of own responsibility and authority
  - trespass and the removal of persons
  - use of force
  - workplace health and safety (WHS) including manual handling
- approved communication terminology, call signs and radio channels used in the security industry
- cash-in-transit surveillance and monitoring techniques
- chain of command relevant to cash-in-transit operation
- correct strategic positioning and tactics when conducting cash-in-transit operations
- factors that may indicate escalation of conflict or risk and situations requiring specialist assistance

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- principles of effective teamwork
- procedures for activating and de-activating a range of common security systems and devices
- procedures for communicating and collaborating with emergency services
- procedures for handling non-conforming consignments
- procedures for responding to a violent encounter including armed robbery
- process of dynamic risk assessment and how it is applied
- the phonetic alphabet and how it is used
- types of security incidents and emergencies that may be encountered during cash-in-transit operations and appropriate responses for each
- understanding of the force model.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in an operational workplace environment or environment that reflects workplace conditions. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to implement cash-in-transit security procedures
- appropriate documents, materials, cash-in-transit equipment and personal protective equipment (PPE) currently used in industry
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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

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CPPSEC3120 Load and unload cash-in-transit in secured and unsecured environments

Modification History

Release 1.

Supersedes and is non-equivalent to CPPSEC2027A Load and unload cash in transit in a secured environment and CPPSEC3050A Load and unload cash-in-transit in an unsecured environment.

Units merged to reduce duplication and align with vocational needs.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to load and unload cash-in-transit in secured and unsecured environments.

It requires

- constantly monitoring people, vehicles and goods in the loading area and implementing security procedures to prevent unauthorised access to cash-in-transit consignments
- securely transferring, verifying and delivering consignments and recording and reporting non-conformances
- formulating and applying contingency measures to respond to changing risk circumstances and maintain security during cash-in-transit operations.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the	Performance criteria describe what needs to be done to

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essential outcomes.	demonstrate achievement of the element.
1. Select cash-in-transit loading site.	1.1 Review work instructions, procedures and policies including WHS to ensure compliance with legal rights and responsibilities when performing cash-in-transit operations. 1.2 Clarify operational details with relevant persons. 1.3 Select consignment loading site to meet work instructions. 1.4 Assess accessibility and security of loading site and, where deemed inappropriate, identify an alternative site in consultation with relevant persons. 1.5 Monitor people, goods and vehicles in the loading area to identify hazards, assess risks to consignment and implement necessary security controls. 1.6 Use interpersonal techniques to discuss consignment transfer details with relevant persons and obtain necessary authorisations.
2. Transfer and secure cash-in-transit.	2.1 Monitor loading area to maintain situational awareness and identify changing circumstances. 2.2 Implement security procedures and operate security systems to secure loading area and prevent unauthorised access. 2.3 Identify potential security risks and formulate contingency measures in consultation with relevant persons. 2.4 Respond to changing risk circumstances to maintain security of consignment and loading area. 2.5 Safely and securely transfer load according to work instructions. 2.6 Verify consignment information and record and report details of non-conforming items.
3. Deliver cash-in-transit and complete transfer documentation.	3.1 Deliver consignment and request client to verify consignment. 3.2 Complete transfer documentation in accordance with workplace requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to use security industry approved communication terminology, codes and signals

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- writing skills to:
  - complete consignment transfer documentation
  - complete routine reports and forms
- reading skills to interpret:
  - workplace procedures and policies that clarify legal rights and responsibilities and WHS requirements
  - information and instructions written in English, such as consignment documents, labels and safety data sheets (SDS)
  - site plans and features to assess security of loading site
  - consignment information to verify contents
- speaking and listening skills to:
  - use questions to clarify operational information
  - use a radio to give clear, sequenced instructions and reports, for example when reporting discrepancies with consignment content
  - orally request the client to verify the consignment
- numeracy skills to estimate time to meet scheduled timeframes for loading and unloading cash-in-transit
- problem solving skills to:
  - recognise suspicious movements of people, vehicles or goods in the loading area
  - assess the security and identify the need for an alternative site
  - formulate contingency measures to respond to risks when transferring consignment
  - select and use correct manual handling techniques when carrying, loading and unloading cash-in-transit
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others.

Unit Mapping Information

Supersedes and is non-equivalent to CPPSEC2027A Load and unload cash in transit in a secured environment and CPPSEC3050A Load and unload cash-in-transit in an unsecured environment.

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

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Assessment Requirements for CPPSEC3120 Load and unload cash-in-transit in secured and unsecured environments

Modification History

Release 1.

Supersedes and is non-equivalent to CPPSEC2027A Load and unload cash in transit in a secured environment and CPPSEC3050A Load and unload cash-in-transit in an unsecured environment.

Units merged to reduce duplication and align with vocational needs.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must load and unload cash-in transit consignments in:

- one secured location
- two different unsecured locations.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when loading and unloading cash-in-transit:
  - anti-discrimination and diversity
  - apprehension, arrest and restraint of persons
  - counter terrorism
  - duty of care
  - licensing requirements and permits for firearms, and handling and carrying dangerous goods
  - limits of own responsibility and authority
  - trespass and the removal of persons
  - use of force
  - workplace health and safety (WHS) including manual handling
- accessibility and security issues that would deem a loading site to be inappropriate
- approved communication terminology, call signs and radio channels used in the security industry
- authorisations necessary to load and unload cash-in-transit consignments
- cash-in-transit carrying, loading and unloading techniques

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- correct strategic positioning and tactics when conducting cash-in-transit operations
- difference between secured and unsecured loading sites and the risks associated with each
- principles of effective teamwork
- procedures for activating and de-activating a range of common security systems and devices
- procedures for handling non-conforming consignments
- procedures for responding to a violent encounter including armed robbery
- process of dynamic risk assessment and how it is applied
- the phonetic alphabet and how it is used
- types of security risks that may be encountered during cash-in-transit operations and appropriate responses for each
- understanding of the force model.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to load and unload cash-in-transit in secured and unsecured environments
- appropriate documents, materials, cash-in-transit equipment and personal protective equipment (PPE) currently used in industry
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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

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CPPSEC3121 Control persons using empty hand techniques

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC3013A Control persons using empty hand techniques.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to control persons using empty hand techniques.

It includes:

- identifying threats posed by persons presenting a risk to the safety of self or others and assessing response and withdrawal options
- negotiating with subjects to defuse conflict and give spoken warnings and directions
- applying recognised empty hand techniques using the minimum amount of force necessary to remove the immediate threat while avoiding vital areas of the body and without harming subjects
- isolating subjects at a safe distance from members of the public and monitoring their wellbeing and safety.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the	Performance criteria describe what needs to be done to

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essential outcomes.	demonstrate achievement of the element.
1. Assess need to use empty hand techniques and response options.	1.1 Review workplace procedures and policies including WHS to ensure compliance with legal rights and responsibilities when using empty hand techniques for security work. 1.2 Identify subject of threat and continually observe and anticipate movement and aggression. 1.3 Ensure stance and distance from subject maximises range of defensive options and tactical advantages in physical contact. 1.4 Assess alternative response and withdrawal options for viability and incorporate defensive options into selected response. 1.5 Check and confirm personal safety needs and identify available escape routes.
2. Apply defensive empty hand techniques.	2.1 Use interpersonal techniques to exchange information with the subject and give spoken warnings and directions. 2.2 Use empty hand techniques and ensure that grip on subject is secure, firm and applied using level of force proportionate to the threat context. 2.3 Quickly apply holds to appropriate areas of the body in a safe manner. 2.4 Anticipate strikes and blows from subject and adopt, parry or block positioning. 2.5 Limit contact with subject to the minimum necessary to remove immediate threat, and use lower force options immediately when threat decreases or ceases.
3. Restrain and isolate subject.	3.1 Isolate and contain subject at a safe distance from members of the public, and minimise opportunities for escape. 3.2 Identify situations requiring specialist assistance and seek assistance or advice from relevant persons using communication equipment. 3.3 Escort subject from the incident scene to a secure location and monitor their wellbeing and safety. 3.4 Use communication equipment to report incident details and subject location to relevant persons.
4. Finalise and evaluate response.	4.1 Review and evaluate effectiveness of response against incident circumstances and observations, in consultation with relevant persons. 4.2 Identify improvements to future security response procedures using defensive techniques. 4.3 Complete incident report and securely maintain

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	documentation in accordance with workplace requirements. 4.4 Recognise effects of stress and manage own well-being using stress management techniques.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to provide information or advice in a form that is preferred and understood by the receiver and that engages minority groups
- writing skills to:
  - record and describe incident observations and actions taken
  - complete routine reports and forms
- reading skills to interpret and follow workplace procedures and policies that clarify legal rights and responsibilities
- speaking and listening skills to:
  - use questions and active listening to exchange and understand information with subject
  - control tone of voice when negotiating with the subject
  - give clear and succinct spoken warnings and directions when negotiating with the subject
  - use a radio to give clear and sequenced information to emergency services personnel when requesting assistance and reporting incident details
- numeracy skills to estimate safe distances when engaging with and isolating subject
- problem solving skills to:
  - formulate response options to match nature of risk
  - apply empty hand techniques that avoid vital areas of the body
  - recognise security risk situations requiring specialist assistance
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC3013A Control persons using empty hand techniques.

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

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Assessment Requirements for CPPSEC3121 Control persons using empty hand techniques

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC3013A Control persons using empty hand techniques.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must control persons using empty hand techniques in three different threat situations, and in each situation, demonstrating:

- correct techniques for body safety and body positioning:
  - bladed stance
  - interview stance
  - defensive stance
- correct application of defensive techniques:
  - blocking techniques
  - locking and holding techniques
  - take-down techniques.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when controlling persons using empty hand techniques:
  - anti-discrimination and diversity
  - apprehension, arrest and restraint of persons
  - duty of care
  - licensing requirements and limits of own authority
  - trespass and the removal of persons
  - use of force
  - workplace health and safety (WHS)

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- approved communication terminology, call signs and radio channels used in the security industry
- basic negotiation techniques
- body safety and body positioning techniques, including:
  - bladed stance
  - interview stance
  - defensive stance
  - defensive techniques and how and when they are applied, including
  - blocking techniques
  - empty hand techniques
  - impact techniques to less-than-lethal parts of the body
  - locking and holding techniques
  - take-down techniques
- methods of restraint and associated effects, including signs and symptoms of asphyxiation
- pre-attack indicators
- procedures for collaborating with emergency services personnel to restrain and isolate subject of threat
- procedures for effecting an arrest
- process of dynamic risk assessment and how it is applied
- response options using defensive techniques that are within specified legal limits
- signs that a person may be suffering from emotional or physical distress
- signs that a person may be suffering from mental illness
- signs that a person may be under the influence of intoxicating substances
- understanding of the force model
- vital areas of the body and reasons they are to be avoided (head, neck, throat, spine, tailbone, chest, kidney and liver, clavicle and collar bone).

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

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Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to control persons using empty hand techniques
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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

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CPPSEC3122 Plan provision of close protection services

Modification History

Release 1.

Supersedes and is non-equivalent to CPPSEC3018A Provide for the safety of persons at risk.

Significant changes made to the unit to reflect current industry needs.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to plan to provide close protection services for the safety and security of a principal who may be a celebrity, political figure, very important person (VIP) or other person requiring close protection services.

It includes:

- clarifying the principal's protection requirements and complying with legal rights and responsibilities, policies and procedures associated with close protection tasks
- gathering, verifying and assessing protective intelligence to gain a full understanding of potential threats, vulnerabilities and risks to the principal
- selecting routes and performing reconnaissance to clarify the risk environment and identify factors that might compromise safety and security
- working with others to assess threats, vulnerabilities and operational risks and plan protection arrangements.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the	Performance criteria describe what needs to be done to

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essential outcomes.	demonstrate achievement of the element.
1. Clarify roles, responsibilities and close protection requirements.	1.1 Review work instructions, associated workplace and client's policies and procedures to clarify principal's close protection requirements. 1.2 Clarify roles and responsibilities, with relevant persons, of self and others in the close protection team and chain of command. 1.3 Review legal rights and responsibilities of self and others in the close protection team and apply to work instructions.
2. Gather and assess protective intelligence.	2.1 Source background information on principal from multiple sources, and verify accuracy and relevance to work instructions. 2.2 Source and verify information to define and clarify operational parameters including the principal's itinerary, routes, venues and contacts. 2.3 Assess and record information in a manner that can be used to analyse potential threats, vulnerabilities and risks to principal. 2.4 Protect confidentiality and privacy of gathered information to comply with legal responsibilities.
3. Select routes and perform reconnaissance.	3.1 Analyse maps and other route information, and select primary and secondary routes to meet work instructions. 3.2 Perform reconnaissance of routes and venues based on work instructions and information. 3.3 Identify suitable embus and debus points, vulnerable areas and other factors that might compromise the safety and security of the principal. 3.4 Locate available safe areas that can be used in emergency situations. 3.5 Record reconnaissance findings and recommend changes to operational instructions to anticipate and avoid foreseeable risk situations.
4. Assess threats, vulnerabilities and operational risks and plan protection arrangements.	4.1 Evaluate factors that could influence threats, vulnerabilities and operational risks to assess and determine level and nature of potential threats, vulnerabilities and risks. 4.2 Identify resources and equipment required to protect principal from potential threats, vulnerabilities and risks. 4.3 Consult with principal and close protection team members to report potential threats, vulnerabilities and risks, to explain resource requirements, and to agree suitable protection arrangements. 4.4 Record details of planned protection arrangements using

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	workplace documentation.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to:
  - use security industry approved communication terminology, codes and signals
  - observe and follow accepted protocols and methods for communicating with people from different social, professional and cultural contexts, such as foreign diplomats, celebrities and other very important persons (VIPs)
  - use positive non-verbal skills to develop rapport with others when working as part of a team
- writing skills to:
  - use a variety of expressions and sentence structures to provide factual information and express opinions when recording information and reconnaissance findings
  - sequence and present cohesive text when recording details of planned protection arrangements
- reading skills to interpret:
  - procedures and policies that clarify legal rights and responsibilities
  - information in different formats and contexts when gathering protection intelligence
  - different types of maps and information contained within navigation systems when planning routes
- speaking and listening skills to use questions and active listening to clarify tasks and verify spoken information
- numeracy skills to:
  - estimate time required to carry out operational tasks
  - use basic mathematical techniques to calculate resource requirements
- problem solving skills to:
  - plan alternative routes using maps
  - evaluate and adjust protective arrangements to meet changing risk circumstances
  - source intelligence from multiple sources to ensure sufficiency, validity and relevance to meet work instructions
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others
- technology skills to use a range of information technologies and devices to gather information.

Unit Mapping Information

Supersedes and is non-equivalent to CPPSEC3018A Provide for the safety of persons at risk.

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Links

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Assessment Requirements for CPPSEC3122 Plan provision of close protection services

Modification History

Release 1.

Supersedes and is non-equivalent to CPPSEC3018A Provide for the safety of persons at risk.

Significant changes made to the unit to reflect current industry needs.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must plan the provision of close protection services to meet the needs of two different principals.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when planning the provision of close protection services:
  - anti-discrimination and diversity
  - confidentiality and privacy
  - counter terrorism
  - duty of care
  - information privacy and legal use of gathered intelligence
  - licensing requirements and limits of own authority
  - search of premises
  - surveillance
  - workplace health and safety (WHS)
- access and exit points and layout of work environment and premises to be accessed by principal
- approved communication terminology, call signs and radio channels used in the security industry
- basic contingency planning techniques
- chain of command relevant to protection services
- current national terrorism threat level and context
- difference between static, mobile and direct protection and the tactics used for each

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- emergency and evacuation plans and procedures for premises that may be accessed by principal
- factors that may compromise safety and security of principal during embus and debus points and when entering and exiting premises
- from where and how to collect sufficient information to determine levels of threats, vulnerabilities and risks to principals, without compromising the safety or security of the principal
- how to access and use different types of maps
- how to use common global positioning satellite (GPS) devices, maps and tracking systems
- methods for ensuring intelligence is sufficient, valid and relevant to protection operation
- methods for verifying sources of intelligence
- process of dynamic risk assessment and how it is applied
- purpose of reconnaissance in planning safety and security of close protection operations
- research techniques using multiple sources
- role and legal rights and responsibilities of a close protection operative
- types of equipment and resources used when providing close protection services
- types of potential threats, vulnerabilities and risks that can be encountered during close protection operations
- ways that social and cultural differences may be expressed.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to plan provision of close protection services
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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CPPSEC3123 Implement close protection services

Modification History

Release 1.

New unit.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to implement close protection services to protect the safety and security of a principal who may be a celebrity, political figure, very important person (VIP) or other person requiring close protection services.

It includes:

- searching and securing premises to be used by the principal, and providing close protection escort services using approved foot formations and procedures for debus and embus
- maintaining communication with the principal and members of the close protection team to ensure ongoing safety and security, maintain situational awareness and identify and respond decisively to threats which may come from multiple sources
- using reasonable defensive techniques that minimise use of force and maximise the safety and security of the principal, self and others.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.

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1. Prepare for close protection operation.	1.1 Review operational information and instructions to ensure compliance with legal rights and responsibilities and workplace policies and procedures when performing close protection tasks. 1.2 Assess planning information to clarify protective arrangements including known threats, vulnerabilities and risks and contingency measures. 1.3 Select and organise resources and equipment to meet work instructions and check to ensure correct operation. 1.4 Liaise with members of close protection team to exchange and report operational information in accordance with chain of command.
2. Search and secure premises.	2.1 Confirm authority to search premises to be used by principal in consultation with persons on site. 2.2 Use search methods and procedures to identify potential threats, vulnerabilities and risks, and implement necessary controls to ensure premises are secure. 2.3 Report problems and request specialist assistance as required to maintain security of premises.
3. Provide close protection escort.	3.1 Monitor the environment to maintain situational awareness and avoid hazards while implementing protective arrangements. 3.2 Exchange information with principal to ensure safety and security, and balance principal's needs with operational needs. 3.3 Use communication equipment and non-verbal methods to convey information and to receive instructions from members of close protection team. 3.4 Perform safe debus and embus of principal following workplace procedures. 3.5 Carry out foot escort formations that avoid or minimise risks and threats to principal following standard procedures.
4. Respond to threat and protect principal.	4.1 Identify source of threat and assess risk to safety and security of principal. 4.2 Use immediate and decisive response actions that extract principal from threat and minimise use of force. 4.3 Give clear and concise instructions to the principal and close protection team members within limits of own role and responsibilities. 4.4 Use defensive techniques that are reasonable in the circumstances to defend principal, self and others. 4.5 Remain alert to multiple threats and identify and respond to

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	secondary or subsequent incidents to maintain safety and security of principal, self and others.
5. Finalise and review close protection operation.	5.1 Fulfil close protection services in accordance with work instructions. 5.2 Record operational outcomes and incident observations using workplace documentation. 5.3 Participate in review and debrief of close protection outcomes to identify procedural improvements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to:
  - use security industry approved communication terminology, codes and signals
  - observe and follow accepted protocols and methods for communicating with people from different social, professional and cultural contexts, such as foreign diplomats, celebrities and other very important persons (VIPs)
  - use positive non-verbal skills to develop rapport with others when working as part of a team
- writing skills to use a variety of expressions and sentence structures to provide factual information and express opinions when recording operational outcomes and incident observations
- reading skills to interpret:
  - procedures and policies that clarify legal rights and responsibilities
  - different directional signs and information when escorting principal
- speaking and listening skills to:
  - use questions and active listening to clarify and verify spoken information when exchanging information with principal and team members, and confirming authority to search premises
  - convey and receive clear and succinct information and instructions using communication equipment
- numeracy skills to estimate time required to meet principal's needs relating to schedule and itinerary
- problem solving skills to:
  - recognise source of threat
  - modify actions to balance operational requirements with needs of principal
  - select response options that meet changing risk circumstances and multiple threats
- teamwork skills to:

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- adjust personal communication styles in response to the opinions, values and needs of others
- work effectively with others and comply with chain of command reporting
- maintain professional working relationships with principal and members of close protection team.

Unit Mapping Information

New unit.

This version first released with CPP Property Services Training Package Version 7.0.

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

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Assessment Requirements for CPPSEC3123 Implement close protection services

Modification History

Release 1.

New unit.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must implement close protection services in separate operations to meet the protection needs of each of two different principals. In doing this, the person must demonstrate correct application of two different types of foot formations from the list below:

- wedge
- box
- diamond
- one-on-one.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when implementing close protection services:
  - anti-discrimination and diversity
  - confidentiality and privacy
  - counter terrorism
  - duty of care
  - information privacy and legal use of gathered intelligence
  - licensing requirements and limits of own authority
  - search of premises
  - surveillance
  - use of force
  - use of restraints and weapons including batons, firearms, handcuffs and spray
  - workplace health and safety (WHS)
- access and exit points and layout of work environment and premises to be accessed by principal

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- approved communication terminology, call signs and radio channels used in the security industry
- chain of command relevant to protection services
- code of conduct and professional standards for providing close protection services
- crowd behaviour, dynamics and movement patterns that can threaten security
- current national terrorism threat level and context
- difference between static, mobile and direct protection and the tactics used for each
- empty hand techniques
- factors that may indicate escalation of conflict or risk and situations requiring specialist assistance
- methods for performing debus and embus procedures
- negotiation techniques and how they can be used to defuse and resolve conflict
- procedures for communicating and collaborating with close protection team
- process of dynamic risk assessment and how it is applied
- protocols and signals used to communicate with principal and team in a close protection operation
- purpose and types of foot formations used in close protection:
  - wedge
  - box
  - diamond
  - one-on-one
- role and legal rights and responsibilities of a close protection operative
- the phonetic alphabet and how it is used
- types of equipment and resources used when providing close protection services
- types of potential threats, vulnerabilities and risks that can be encountered during close protection operations
- understanding of the force model
- ways that social and cultural differences may be expressed.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

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Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to implement close protection services
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations
- access to two different principals to enable achievement of 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

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CPPSEC3124 Prepare and present evidence in court

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC3009A Prepare and present evidence in court.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to prepare and present evidence in court.

It requires

- sourcing, organising and checking security information to be used as evidence in court proceedings, and checking compliance against rules of evidence and evidence management principles to ensure admissibility
- participating in oral briefing sessions, submitting evidence briefs and preparing documentation and exhibits
- adhering to court procedures and protocols such as those relating to personal presentation, manner and language
- presenting evidence in a clear, concise and unambiguous manner and providing specialist opinion on request.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.

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1. Prepare evidence.	1.1 Review workplace policies and procedures to ensure compliance with legal rights and responsibilities when preparing and presenting evidence in court. 1.2 Source, research and collate case summary and supporting information. 1.3 Select information to be used as evidence in court and confirm its relevance, validity and admissibility in court. 1.4 Organise evidence and check compliance against evidence management principles. 1.5 Interpret requirements for recording and presenting evidence in court.
2. Prepare for court proceedings.	2.1 Participate in oral briefing session with relevant persons to confirm court arrangements, own role and involvement. 2.2 Discuss information to be presented as evidence and clarify negotiation parameters with relevant persons. 2.3 Submit briefs of evidence in a logical sequence and check compliance with rules of evidence to ensure admissibility in court proceeding. 2.4 Conduct a thorough review of material to be used or referred to in court proceeding prior to presentation in court to ensure familiarity, completeness and availability. 2.5 Prepare documentation and exhibits and review to confirm their acceptability for use in court.
3. Attend court proceeding and present evidence.	3.1 Attend court and adhere to court procedures and protocols including those for personal presentation, manner and language throughout proceeding. 3.2 Present admissible evidence in a clear, concise and unambiguous manner and on request, provide specialist opinion within own area of competence and expertise in accordance with evidence requirements. 3.3 Note, file and store outcomes of proceedings and associated documentation and evidence in accordance with evidence management principles.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to use security industry approved terminology

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- writing skills to:
  - prepare documentation using formal structure and language
  - sequence security information and evidence to present cohesive text
- reading skills to interpret:
  - procedures and policies that clarify legal rights and responsibilities
  - information and evidence that may be technical in nature, and in pictorial, diagrammatic or written formats
- speaking and listening skills to:
  - use active listening to check understanding when participating in briefing sessions
  - participate effectively in spoken interactions in a court setting using strategies to confirm, clarify or repair understanding
  - make constructive additions to what has been said when offering own specialist opinion in court
- numeracy skills to estimate time required to complete work tasks
- problem solving skills to:
  - verify accuracy and sources when gathering information and evidence
  - analyse information to ensure it complies with rules of evidence for admissibility
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others
- technology skills to use a range of common information technologies to access, store, study, retrieve, transmit and manipulate data or information that may be used as evidence.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC3009A Prepare and present evidence in court.

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

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Assessment Requirements for CPPSEC3124 Prepare and present evidence in court

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC3009A Prepare and present evidence in court.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must prepare and present evidence in court in two separate court proceedings.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when preparing and presenting evidence in court:
  - anti-discrimination and diversity
  - duty of care
  - licensing requirements and limits of own authority
  - information privacy and confidentiality
  - workplace health and safety (WHS)
- basic research techniques that can be used to gather information and evidence
- evidence management principles
- methods for complying with privacy and confidentiality regulations when gathering, presenting and storing security information
- methods for identifying proofs of an offence
- methods for preserving, maintaining, storing and transporting evidence and exhibits that may be used in court
- operational functions of a range of information technologies used to gather, organise and present security information and evidence
- own areas of competence and expertise to provide specialist opinion in court
- procedures for preparing briefs of evidence
- procedures, protocols and rules to be followed when presenting evidence in court:
  - addressing court personnel
  - language

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  - manner
  - participating and giving evidence
  - personal presentation
  - who's who in court
- purpose of the Evidence Act
- requirements for recording information that is factual and can be used as evidence in court, including meaning of ‘continuity of evidence’
- requirements for recording and reporting incidents
- requirements for taking statements from witnesses
- rules of evidence that can be presented in court:
- contemporaneousness
  - must not be 'hearsay'
  - must not be opinion
  - must be relevant
  - must be admissible
- storage requirements for information that is susceptible to spoil or damage, such as film, tapes and images
- techniques for validating the accuracy and reliability of security information and evidence
- treatment of persons being interviewed
- types of documentation and exhibits that may be presented as evidence in court
- types of law:
  - civil
  - common
  - criminal
  - statute.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer’s licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in an operational workplace environment or environment that reflects workplace conditions. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

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Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to prepare and present evidence in court
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- information technologies required to gather, organise and present security information and documentation
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations
- access to a court environment to allow achievement of 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

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CPPSEC3125 Implement security procedures to protect critical infrastructure and public assets

Modification History

Release 1.

Supersedes and is non-equivalent to CPPSEC1005A Apply critical infrastructure protection procedures. Significant changes made to the unit to reflect current industry needs.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to implement security procedures to protect critical infrastructure and public assets. Critical infrastructure is those physical facilities, supply chains, information technologies and communication networks which, if destroyed, degraded or rendered unavailable for an extended period, would significantly impact the social or economic well-being of the nation or affect Australia's ability to conduct national defence and ensure national security. Critical infrastructure provides essential services such as power, water, health services, communication and financial systems.

The unit includes:

- reviewing and complying with work instructions, workplace procedures and policies and legal rights and responsibilities when protecting critical infrastructure and public assets
- implementing security procedures to monitor security of the work area and maintain situational awareness, and identify and respond appropriately to indicators of terrorist or criminal activity and potential security threats in collaboration with others
- using communication equipment to report and receive instructions to respond to identified security threats.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

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Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Prepare to protect critical infrastructure and public assets.	1.1 Review workplace policies and procedures to ensure compliance with legal rights and responsibilities when protecting critical infrastructure and public assets. 1.2 Review work instructions to confirm procedures for protecting critical infrastructure or public assets, including emergency and evacuation. 1.3 Discuss and clarify authority, role and responsibilities of self and delegated personnel to implement security procedures that protect critical infrastructure and public assets. 1.4 Check communication equipment to confirm correct working order and resolve problems.
2. Monitor security of work area.	2.1 Monitor security of the work area to maintain vigilance and observational awareness according to work instructions. 2.2 Gather intelligence to clarify the nature of potential security threats in consultation with delegated personnel. 2.3 Verify the authority of people, items and vehicles in the work area, and take necessary actions to maintain security and safety of self, others, property and premises.
3. Identify, report and respond to security threats.	3.1 Identify indicators of potential terrorist or criminal activity. 3.2 Use communication equipment to immediately report suspected threats to critical infrastructure or public assets following chain of command procedures. 3.3 Receive and follow instructions to maximise the safety of self and others, and security of critical infrastructure and public assets. 3.4 Record details of security threat and response using documentation in accordance with workplace requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to:

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  - provide information or advice using structure and language to suit the audience
  - use security industry approved communication terminology, codes and signals
- writing skills to clearly and accurately record details of security threats and responses
- reading skills to interpret:
  - directional signs and information in written, pictorial and diagrammatic forms, such as emergency and evacuation procedures and site maps
  - procedures and policies that clarify legal rights and responsibilities
  - identity documentation when verifying the authority of persons and vehicles
- speaking and listening skills to:
  - give clear, sequenced instructions when using communication equipment to report security threats
  - use questions to clarify understanding when receiving spoken instructions
- numeracy skills to estimate time required to complete work tasks
- problem solving skills to:
  - identify faults and malfunctions in communication equipment
  - recognise suspicious items, behaviours and activities
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others.

Unit Mapping Information

Supersedes and is non-equivalent to CPPSEC1005A Apply critical infrastructure protection procedures. Significant changes made to the unit to reflect current industry needs.

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

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Assessment Requirements for CPPSEC3125 Implement security procedures to protect critical infrastructure and public assets

Modification History

Release 1.

Supersedes and is non-equivalent to CPPSEC1005A Apply critical infrastructure protection procedures. Significant changes made to the unit to reflect current industry needs.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must implement security procedures to protect critical infrastructure or public assets in response to three different threats involving different locations.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when implementing security procedures to protect critical infrastructure and public assets:
  - anti-discrimination and diversity
  - apprehension, arrest and restraint of persons
  - counter terrorism
  - duty of care
  - licensing requirements and limits of own authority
  - personal search
  - use of force
  - workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- current national terrorism threat level and context
- designated personnel responsible for collaborating to protect critical infrastructure and public assets
- indicators of potential terrorist activity
- methods for gathering intelligence and identifying sources of threat to critical infrastructure and public assets
- procedures for monitoring security of critical infrastructure and public assets
- process of dynamic risk assessment and how it is applied

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- purpose of Australia's *Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack
  - signs of chemical weapons attack and recommended response
  - general features of improvised explosive devices and recommended incident response
- risk and associated risk events relating to critical infrastructure and public assets
- site emergency and evacuation plans and procedures
- types of behavioural anomalies and suspect behaviours that can indicate criminal activity, hostile reconnaissance or the potential for terrorist activity
- types of national critical infrastructure and public assets and the general impact of their destruction, degradation or unavailability on national well-being and security capabilities
- types of terrorist and criminal activity that can threaten the security of critical infrastructure and public assets.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to implement security procedures to protect critical infrastructure and public assets
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry including Australia's *Strategy for Protecting Crowded Places from Terrorism*
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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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

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CPPSEC3126 Defend persons using spray

Modification History

Release 1.

Supersedes and equivalent to CPPSEC3016A Defend persons using spray.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to defend persons using spray, commonly known as ‘capsicum’ (oleoresin capsicum) or ‘pepper’ spray.

It includes:

- complying with policies, procedures and legal rights and responsibilities including workplace health and safety (WHS)
- identifying and assessing the need to use spray based on risk and threat levels, and confirming personal safety needs including personal protective equipment (PPE) and options for withdrawal
- using negotiation techniques to defuse conflict and give spoken warning of the intention to use spray
- discharging spray in a controlled manner and adjusting discharge to respond to changing circumstances in a manner that protects self and others and does not cause undue harm to the subject
- monitoring the wellbeing of the subject and providing required assistance.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

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Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Assess need to use spray and response options.	1.1 Review workplace procedures and policies to ensure compliance with legal rights and responsibilities when using spray for security work. 1.2 Inspect spray canister for correct operation, locate actuator button, and clarify procedures for use. 1.3 Assess need to use spray against known information and potential and existing risks and threats, and decide preferred response option to contain incident.
2. Confirm personal safety needs and present spray.	2.1 Select and use PPE to meet WHS requirements. 2.2 Check and confirm personal safety needs and identify withdrawal options. 2.3 Present spray in a non-threatening manner while maintaining eye contact with subject.
3. Negotiate and give warning.	3.1 Use interpersonal techniques to exchange information with the subject and negotiate to defuse conflict and aggression. 3.2 Give clear spoken warning to the subject and advise of intention to use spray.
4. Discharge spray.	4.1 Control and direct spray to contain source of threat following manufacturer's specifications. 4.2 Discharge spray ensuring canister is upright and that grip and handling allows secure retention and continued control. 4.3 Use tactical positioning that is fluid, uses available cover and protection and allows options for withdrawal. 4.4 Adjust discharge to respond to changing circumstances and discontinue spray immediately when threat ceases. 4.5 Monitor wellbeing of subject and provide care or seek immediate assistance from relevant persons. 4.6 Decontaminate self, clothing and equipment from spray exposure.
5. Evaluate spray use and maintain spray.	5.1 Review and evaluate effectiveness of response using spray against incident circumstances and observations, in consultation with relevant persons. 5.2 Identify improvements to future security response procedures using spray. 5.3 Inspect condition of spray and report identified faults.

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	5.4 Complete and securely maintain documentation in accordance with workplace requirements. 5.5 Recognise effects of stress and manage own well-being using stress management techniques.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to provide information or advice in a form that is preferred and understood by the receiver and engages minority groups
- writing skills to:
  - record and describe incident observations and actions taken
  - complete routine reports and forms
- reading skills to interpret:
  - workplace procedures and policies that clarify legal rights and responsibilities
  - read canister labels to interpret manufacturer's instructions for using and maintaining spray and giving first aid
- speaking and listening skills to:
  - use questions and active listening to exchange and understand information with subject
  - control tone of voice when negotiating with the subject
  - give clear and succinct spoken warnings and directions when negotiating with the subject
  - use a radio to give clear and sequenced information when reporting incident details
- numeracy skills to estimate optimal distance for spray effectiveness and how long to spray
- problem solving skills to:
  - formulate response options to match nature of risk
  - recognise situations requiring the need to call emergency services.

Unit Mapping Information

Supersedes and equivalent to CPPSEC3016A Defend persons using spray.

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

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Assessment Requirements for CPPSEC3126 Defend persons using spray

Modification History

Release 1.

Supersedes and equivalent to CPPSEC3016A Defend persons using spray.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must defend persons using spray in response to three different threat situations involving subjects holding weapons.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when defending persons using spray:
  - anti-discrimination and diversity
  - apprehension, arrest and restraint of persons
  - duty of care
  - licensing requirements and limits of own authority
  - use of force
  - workplace health and safety (WHS)
- application methods for spray including how to hold the canister, how to discharge spray, target placement, distance and length of spray
- approved communication terminology, call signs and radio channels used in the security industry
- arrest and control techniques using spray
- basic negotiation techniques
- methods for caring for a spray recipient
- methods for decontamination after exposure to spray
- methods for storing and maintaining spray canisters
- methods of restraint and associated effects, including signs and symptoms of asphyxiation
- procedures for communicating with emergency services personnel
- procedures for effecting an arrest
- process of dynamic risk assessment and how it is applied

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- response options using spray that are within specified legal limits
- risks associated with using spray and common physiological effects and symptoms, particularly related to eyes and the respiratory tract
- security risk situations that warrant the use of spray and situations where use may amount to excessive use of force
- signs that a person may be suffering from emotional or physical distress
- signs that a person may be suffering from mental illness
- signs that a person may be under the influence of intoxicating substances
- tactical positioning to be adopted when using spray
- types and purpose of sprays that may be used for security purposes
- types and uses of personal protective equipment (PPE) required when using spray
- ways in which social and cultural differences may be expressed.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to defend persons using spray
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations
- access to spray and threat scenarios to allow achievement of 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

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CPPSEC3127 Conduct security screening using x-ray equipment

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC1006A Apply x-ray image interpretation procedures.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to conduct security screening of items using x-ray equipment. X-ray equipment includes single or multi-view equipment which may have threat-image projection system capability that can differentiate between organic and inorganic material.

It includes:

- setting up, testing and operating x-ray equipment and managing the position and flow of items through the screening point
- interpreting x-ray images to clarify the meaning of colours, shapes and sizes and using image enhancement functions to detect the presence of prohibited items such as weapons, explosives or dangerous goods
- maintaining situational awareness to monitor and maintain security and respond quickly to detect and report security risks.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the	Performance criteria describe what needs to be done to

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essential outcomes.	demonstrate achievement of the element.
1. Prepare for screening using x-ray equipment.	1.1 Review workplace procedures and policies to ensure compliance with legal rights and responsibilities when screening items using x-ray equipment. 1.2 Set up and test x-ray screening equipment following manufacturers' instructions, and rectify or report problems to relevant persons.
2. Operate x-ray equipment and screen items.	2.1 Identify hazards and risks in the work area and implement necessary controls to maintain safety of people and property. 2.2 Operate x-ray screening equipment following manufacturers' instructions. 2.3 Manage position and flow of items through screening point for optimal image interpretation.
3. Interpret x-ray images.	3.1 Review x-ray images and verify meaning of colours, shapes and sizes of items being screened. 3.2 Manipulate images using enhancement functions to clarify item components, and seek assistance in situations where image features cannot be clarified.
4. Detect and report prohibited items.	4.1 Detect actual or suspected prohibited items on x-ray image and check image features to confirm findings. 4.2 Use security equipment to immediately report the presence or suspected presence of prohibited items to relevant persons. 4.3 Monitor persons and items in the screening area to maintain situational awareness and promptly respond to potential security risks.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to use security industry approved communication terminology, codes and signals
- reading skills to interpret:
  - procedures and policies that clarify legal rights and responsibilities
  - manufacturers' instructions and equipment labels when setting up, testing and operating x-ray equipment
  - coloured, pictorial, graphical and written information and instructions
- speaking and listening skills to:

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    - give clear, sequenced instructions when managing position and flow of items
    - use a radio or phone to report and describe detected prohibited items
    - use questions to receive instructions when seeking assistance
- numeracy skills to interpret and calculate numerical information when calibrating x-ray equipment and interpreting images
- problem solving skills to:
    - identify equipment faults and malfunctions
    - recognise suspicious items and behaviours.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC1006A Apply x-ray image interpretation procedures.

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

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Assessment Requirements for CPPSEC3127 Conduct security screening using x-ray equipment

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC1006A Apply x-ray image interpretation procedures.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must on two separate occasions, conduct security screening using x-ray equipment, involving, on each occasion:

- correctly positioning and screening six different items
- correctly identifying the nature of the items by interpreting the colours, shapes and sizes of their x-ray images
- correctly using image enhancement functions of equipment to identify:
  - one weapon
  - the presence of explosives
  - the presence of another type of prohibited item, such as a dangerous good.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when conducting security screening using x-ray equipment:
  - anti-discrimination and diversity
  - counter terrorism
  - dangerous goods
  - duty of care
  - limits of own authority
  - workplace health and safety (WHS)
- components, operating principles and characteristics of typical weapons, explosives and prohibited items that may be contained in items being screened
- current national terrorism threat level and context
- features of x-ray images that indicate the possible presence of weapons, explosives or prohibited items in articles

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- limitations of x-ray imaging processes and how to overcome these limitations
- methods and techniques for interpreting x-ray images and the meaning of colour (metals, organics and inorganics), shape and size
- potential hazards, risks and security risk situations that can arise when screening items using x-ray equipment
- procedures for reporting the detection of prohibited items and security risks
- procedures for setting up and testing x-ray screening equipment
- purpose and uses of image enhancement functions on x-ray equipment
- purpose of Australia's *Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack
  - signs of chemical weapons attack and recommended response
  - general features of improvised explosive devices and recommended incident response
- site emergency and evacuation plans and procedures
- surveillance techniques for monitoring security of the screening point
- types of behavioural anomalies and suspect behaviours that can indicate criminal activity, hostile reconnaissance or the potential for terrorist activity
- types of items that are prohibited including weapons, explosives and dangerous goods that are corrosive, flammable, explosive, spontaneously combustible, toxic, oxidising or water-reactive.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to conduct security screening using x-ray equipment

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- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry including x-ray equipment and items to allow achievement of the performance evidence
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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

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CPPSEC3128 Conduct security screening using walk-through metal detection equipment

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC1007A Apply walk through metal detection procedures.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to conduct security screening of people and personal effects using walk-through metal detection equipment. Walk-through metal detection equipment is any electronic device in an upright configuration capable of being used in a security screening environment for the detection of metal by magnetic induction as a person walks through the detection zone.

It includes:

- setting up, testing and operating the walk-through equipment
- using sensitive spoken and non-verbal communication to manage the order and flow of people through the screening point and using special screening methods for infants, children and people with specific needs
- following legal requirements and procedures associated with personal search where required
- monitoring and maintaining security and responding quickly to positive alarms.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

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Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Prepare for screening using walk-through metal detection equipment.	1.1 Review workplace procedures and policies to ensure compliance with legal rights and responsibilities when screening people and personal effects using walk-through metal detection equipment. 1.2 Set up and test walk-through metal detection equipment following manufacturers' instructions, and rectify or report problems to relevant persons.
2. Screen people and personal effects.	2.1 Identify hazards and risks in the work area and implement necessary controls to maintain safety of people and property. 2.2 Operate walk-through metal detection equipment following manufacturers' instructions. 2.3 Direct and assist people through the screening point using interpersonal techniques and communication that accounts for individual social and cultural differences. 2.4 Use alternate screening methods to accommodate infants, children and people with specific needs.
3. Monitor screening and respond to potential security risks.	3.1 Monitor people through the screening point and give spoken and non-verbal instructions to maintain an orderly flow and address causes of potential delays. 3.2 Identify persons not consenting to be screened and take appropriate action following workplace procedures. 3.3 Respond to positive alarms and locate and secure prohibited items following workplace procedures. 3.4 Identify the need to conduct personal search, and clarify legal authority to search in consultation with relevant persons. 3.5 Obtain consent for personal search, and use approved search techniques locate or confirm the absence of prohibited items. 3.6 Where permission to search is refused, use communication equipment to immediately report situation to relevant persons. 3.7 Monitor persons and items in the screening area to maintain situational awareness and to respond promptly to potential security risks.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to:
  - provide information or advice using structure and language to suit the audience and engage minority groups
  - use strategies to overcome language barriers
  - use non-verbal signals to give directions to people through the screening point
- reading skills to interpret:
  - medical cards or letters for people requiring alternate screening methods
  - procedures and policies that clarify legal rights and responsibilities
  - manufacturers' instructions and equipment labels when setting up, testing and operating walk-through metal detection equipment
- speaking and listening skills to:
  - give clear, sequenced instructions when managing flow and assisting people through the screening point
  - use a radio or phone to report risks
  - use questions to clarify understanding when receiving spoken information
- numeracy skills to estimate time required to complete work tasks
- problem solving skills to:
  - identify equipment faults and malfunctions
  - recognise suspicious items and behaviours
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC1007A Apply walk through metal detection procedures.

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

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Assessment Requirements for CPPSEC3128 Conduct security screening using walk-through metal detection equipment

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC1007A Apply walk through metal detection procedures.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must on two separate occasions, conduct security screening using walk-through metal detection equipment, involving, on each occasion:

- modifying the screening process to accommodate the needs of:
  - one child
  - one person who is unable to walk unassisted through the screening point
- responding to positive alarms and identifying at least two prohibited items.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when conducting security screening using walk-through metal detection equipment:
  - anti-discrimination and diversity
  - counter terrorism
  - dangerous goods
  - duty of care
  - limits of own authority
  - personal search
  - workplace health and safety (WHS)
- current national terrorism threat level and context
- methods for screening infants, children and people with specific needs
- potential hazards, risks and security risk situations that can arise when screening people and personal effects using walk-through metal detection equipment
- procedures for obtaining permission to search

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- procedures for reporting the detection of prohibited items and security risks
- procedures for responding to denied request to search
- procedures for setting up and testing walk-through metal detection equipment
- purpose of Australia's *Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack
  - signs of chemical weapons attack and recommended response
  - general features of improvised explosive devices and recommended incident response
- site emergency and evacuation plans and procedures
- situations requiring personal search to be conducted
- surveillance techniques for monitoring security of the screening point
- techniques for overcoming language barriers to ensure correct information exchange
- types of behavioural anomalies and suspect behaviours that can indicate criminal activity, hostile reconnaissance or the potential for terrorist activity
- types of items that are prohibited including weapons, explosives and dangerous goods
- ways that individual and social cultural differences may be expressed.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to conduct security screening using walk-through metal detection equipment
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry including:

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- Australia's *Strategy for Protecting Crowded Places from Terrorism*
- operational walk-through metal detection equipment and screening scenarios and items to allow achievement of the performance evidence

- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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

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CPPSEC3129 Conduct security screening using explosive trace detection equipment

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC1009A Apply Explosive Trace Detection (ETD) procedures.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to conduct security screening of people using explosive trace detection (ETD) equipment. ETD equipment can detect and indicate by means of an alarm, the presence of a target amount of explosive material.

It includes:

- checking, calibrating and operating EDT equipment following manufacturers' specifications
- using sensitive spoken communication techniques to prepare people for ETD sampling, and using correct techniques to screen people and items using ETD equipment
- maintaining situational awareness and responding quickly to security risks and positive and negative ETD results.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.

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1. Prepare for screening using ETD equipment.	1.1 Review workplace procedures and policies to ensure compliance with legal rights and responsibilities when conducting security screening using ETD equipment. 1.2 Follow manufacturers' instructions to prepare, check and calibrate ETD equipment, and rectify or report problems to relevant persons.
2. Conduct ETD sampling and testing.	2.1 Select person and items for ETD screening, and explain EDT screening procedures using interpersonal techniques and communication that accounts for individual social and cultural differences. 2.2 Use an ETD wand to screen person and items following workplace procedures. 2.3 Test sample using ETD equipment following workplace procedures.
3. Respond to sample results and potential security risks.	3.1 Recognise positive and negative results and repeat testing following workplace procedures. 3.2 Take appropriate action to respond to a double positive result, and request assistance from relevant persons. 3.3 Monitor persons and items in the screening area to maintain situational awareness and to respond promptly to potential security risks. 3.4 Record results of screening using ETD equipment using workplace documentation.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to:
  - provide information or advice using structure and language to suit the audience and engage minority groups
  - use strategies to overcome language barriers
- reading skills to interpret:
  - procedures and policies that clarify legal rights and responsibilities
  - manufacturers' instructions and equipment labels when checking, testing, calibrating and operating ETD equipment
- speaking and listening skills to:
  - give clear, sequenced instructions when assisting people through the screening process
  - use questions to clarify understanding when receiving spoken information

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- numeracy skills to estimate time required to complete work tasks
- problem solving skills to:
  - identify equipment faults and malfunctions
  - apply contingency measures to respond to a double positive screening results
  - recognise suspicious items and behaviours while applying screening procedures
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC1009A Apply Explosive Trace Detection (ETD) procedures.

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

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Assessment Requirements for CPPSEC3129 Conduct security screening using explosive trace detection equipment

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC1009A Apply Explosive Trace Detection (ETD) procedures.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must on two separate occasions, conduct security screening using explosive trace detection (ETD) equipment, involving, on each occasion:

- giving clear spoken instructions to direct the person for ETD sampling and screening
- responding to one double-positive and one positive-negative result and implementing appropriate responses for each.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when conducting security screening using explosive trace detection equipment:
  - anti-discrimination and diversity
  - counter terrorism
  - dangerous goods
  - duty of care
  - limits of own authority
  - workplace health and safety (WHS)
- client service standards for requesting ETD sampling and explaining screening procedures
- current national terrorism threat level and context
- methods and techniques involved in sampling and screening people and items using ETD equipment
- potential hazards, risks and security risk situations that can arise when screening people and personal effects using ETD equipment
- procedures for checking, testing, calibrating and operating ETD equipment

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- procedures for conducting ETD swab testing and analysis
- procedures for obtaining verbal consent to ETD sampling
- procedures for reporting the detection of explosive material and other security risks
- procedures for responding to double-positive ETD detection
- procedures for when people do not consent to ETD sampling
- purpose of Australia's *Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack
  - signs of chemical weapons attack and recommended response
  - general features of improvised explosive devices and recommended incident response
- site emergency and evacuation plans and procedures
- situations requiring assistance when screening people and items using ETD equipment
- surveillance techniques for monitoring security of the screening point
- techniques for overcoming language barriers to ensure correct information exchange
- types of behavioural anomalies and suspect behaviours that can indicate criminal activity, hostile reconnaissance or the potential for terrorist activity
- ways that individual and social cultural differences may be expressed.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to conduct security screening using ETD equipment
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry including operational ETD equipment and scenarios to allow achievement of the performance evidence

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- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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

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CPPSEC3130 Conduct security screening using hand-held metal detectors

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC1008A Apply hand-held metal detection procedures.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to conduct security screening of people and personal effects using a hand-held metal detector. Hand-held metal detectors are portable electronic devices that can detect metal by magnetic induction while the device is passed over a person or their personal effects.

It includes:

- checking, testing and operating hand-held metal detectors following manufacturers' specifications
- using screening techniques that cover the full body and personal effects and detect sources of positive alarms
- using sensitive spoken communication to direct, position and assist people through the screening process and investigate alarm sources
- maintaining situational awareness and responding quickly to security risks.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

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Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Prepare for screening using hand-held metal detector.	1.1 Review workplace procedures and policies to ensure compliance with legal rights and responsibilities when screening people and personal effects using a hand-held metal detector. 1.2 Follow manufacturers' instructions to check battery, turn detector on, test for correct audible and visual signals, and rectify or report problems to relevant persons. 1.3 Calibrate detector to correct sensitivity and volume for screening tasks.
2. Screen people and personal effects.	2.1 Identify hazards and risks in the work area and implement necessary controls to maintain safety of people and property. 2.2 Direct and position person at the screening point using interpersonal techniques and communication that accounts for individual social and cultural differences. 2.3 Sweep hand-held metal detector over the body and personal items within the maximum range specified by manufacturers' instructions for the type of detector. 2.4 Complete screening using hand-held metal detector ensuring full body and all personal effects have been scanned.
3. Respond to positive alarms and potential security risks.	3.1 Respond to positive alarms and locate and secure prohibited items following workplace procedures. 3.2 Where there is a positive alarm without a visible source, request assistance from the person to reveal potential alarm sources and repeat the scan until all alarms have been investigated. 3.3 Identify situations requiring specialist assistance and report to relevant persons. 3.4 Monitor persons and items in the screening area to maintain situational awareness and promptly respond to potential security risks.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to:
  - provide information or advice using structure and language to suit the audience and engage minority groups

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    - use strategies to overcome language barriers
- reading skills to interpret:
    - medical cards or letters for people requiring alternate screening methods
    - procedures and policies that clarify legal rights and responsibilities
    - manufacturers' instructions and equipment labels when checking, testing, calibrating and operating hand-held metal detectors
- speaking and listening skills to:
    - give clear, sequenced instructions when assisting people through the screening process
    - use questions to clarify understanding when receiving spoken information
- numeracy skills to estimate time required to complete work tasks
- problem solving skills to:
    - identify equipment faults and malfunctions
    - find the sources of positive alarms and interference
    - recognise suspicious items and behaviours
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC1008A Apply hand-held metal detection procedures.

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

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Assessment Requirements for CPPSEC3130 Conduct security screening using hand-held metal detectors

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC1008A Apply hand-held metal detection procedures.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must on two separate occasions, conduct security screening using a hand-held metal detector, involving, on each occasion:

- giving clear spoken instructions to direct the person into the correct stance and body positioning to ensure scanning of the entire body and personal effects
- responding to positive alarms and identifying at least two prohibited items.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when conducting security screening using a hand-held metal detector:
  - anti-discrimination and diversity
  - counter terrorism
  - dangerous goods
  - duty of care
  - limits of own authority
  - workplace health and safety (WHS)
- current national terrorism threat level and context
- methods for screening people and items using a hand-held metal detector including infants, children and people with specific needs
- possible causes of positive alarms and interference from the work environment
- potential hazards, risks and security risk situations that can arise when screening people and personal effects using hand-held metal detectors
- procedures for checking, testing, calibrating and operating a range of hand-held metal detectors
- procedures for reporting the detection of prohibited items and security risks

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- purpose of Australia's *Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack
  - signs of chemical weapons attack and recommended response
  - general features of improvised explosive devices and recommended incident response
- site emergency and evacuation plans and procedures
- situations requiring assistance when screening people and items using hand-held metal detectors
- surveillance techniques for monitoring security of the screening point
- techniques for overcoming language barriers to ensure correct information exchange
- types of behavioural anomalies and suspect behaviours that can indicate criminal activity, hostile reconnaissance or the potential for terrorist activity
- types of items that are prohibited including weapons, explosives and dangerous goods
- ways that individual and social cultural differences may be expressed.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to conduct security screening using a hand-held metal detector
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry including:
  - Australia's *Strategy for Protecting Crowded Places from Terrorism*
  - operational hand-held metal detectors and scenarios to enable achievement of the performance evidence

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- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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

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CPPSEC3131 Select, use and maintain body armour for security purposes

Modification History

Release 1.

New unit.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to select, use and maintain body armour for security purposes.

It includes:

- complying with work instructions, workplace procedures and policies, and legal rights and responsibilities, including firearms and weapons Acts and workplace health and safety (WHS)
- clarifying shift requirements and work tasks, and assessing the risks inherent in work instructions to understand threat and protection requirements
- selecting, fitting and using different types of body armour to protect against potential security threats.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.

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1. Prepare to use body armour.	1.1 Review work instructions and procedures for shift and clarify work tasks with relevant persons. 1.2 Review workplace policies including WHS to ensure compliance with legal rights and responsibilities when using body armour. 1.3 Assess risks inherent in work instructions to clarify threat and protection requirements.
2. Select and fit body armour.	2.1 Select items of body armour to meet work instructions. 2.2 Inspect body armour to confirm suitability for work tasks. 2.3 Wear body armour and adjust for correct fit and maximum protective capacity.
3. Clean and maintain body armour.	3.1 Read manufacturers' instructions to confirm care and maintenance requirements for body armour. 3.2 Clean and store body armour following manufacturers' instructions.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to use security industry approved communication terminology, codes and signals
- reading skills to interpret:
  - procedures and policies that clarify legal rights and responsibilities
  - manufacturers' instructions and technical information when checking, fitting, cleaning and maintaining body armour
- speaking and listening skills to ask questions and listen to answers to gain information or confirm understanding
- numeracy skills to calculate measurements to ensure correct size of body armour
  - problem solving skills to:
  - select body armour that is appropriate to protect against

Unit Mapping Information

New unit.

This version first released with CPP Property Services Training Package Version 7.0.

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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

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Assessment Requirements for CPPSEC3131 Select, use and maintain body armour for security purposes

Modification History

Release 1.

New unit.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must select, use and maintain for security purposes two different types of body armour.

On each occasion, the person must select items of body armour that are appropriate for protection against assessed threats.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when selecting, using and maintaining body armour for security purposes:
  - duty of care
  - legal requirements for using body armour
  - licensing requirements and limits of own authority
  - selection, use and fitting of body armour
  - workplace health and safety (WHS)
- criteria for selecting body armour for protection during security assignments
- difference between stab and bullet proof vests
- difference between stab and spike protection
- effect of secondary projectiles on body armour
- factors that affect the use of body armour
- factors that contribute to thermoregulation problems
- factors that impact the effectiveness of body armour
- health risks associated with using body armour including common heat disorders and their treatment
- importance of hydration when using body armour
- limitations of different types of body armour
- methods for cleaning and storing body armour

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- National Institute of Justice (NU) Standards relating to:
  - Body armour performance standards
  - NU ballistic resistance standards
  - NU stab resistance standards (slashes and stabs from knives and spikes)
  - NU performance levels and protection classes
- nomenclature of modern law-enforcement body armour
- process for inspecting suitability of body armour
- types of body armour and the threats they protect against including:
  - ballistic protection
  - edged blade protection
  - spike protection.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to select, use and maintain body armour for security purposes
- appropriate documents, materials, and equipment currently used in industry
- body armour to meet work instructions
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations
- National Institute of Justice Standards.

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

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CPPSIS2012 Assist in collecting basic spatial data

Modification History

Release 1.

Replaces superseded non-equivalent CPPSIS2012A Assist in the collection of spatial data.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to assist team members to collect basic spatial data in the field using surveying methods. Basic spatial data refers to measurements of distances, angles and height difference. The unit covers preparing for data collection by clarifying tasks and equipment to be used, and checking equipment for safe working order. The unit also covers participating in spatial data gathering activities, including recording data in the correct format and using equipment in a safe manner. It covers finalising work tasks by checking and storing equipment and reporting faults or problems, and completing and storing data and documentation. The unit requires the ability to follow instructions and communicate with team members, and to apply mathematical concepts used for basic surveying methods.

The unit supports those who work under direct supervision in a surveying team, in positions relating to field data collection and administration.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised

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essential outcomes.		text is used, further information is detailed in the range of conditions.
1.	Prepare to collect basic spatial data.	1.1. Task requirements are clarified with ***appropriate persons***.
		1.2. Equipment is selected to meet task requirements in consultation with appropriate persons.
		1.3. Equipment is checked to ensure it is in safe working order according to organisational requirements.
2.	Collect basic spatial data.	2.1. Data is collected and recorded in correct format in line with task and organisational requirements.
		2.2. Data is checked for accuracy and problems are reported to appropriate persons.
		2.3. Equipment is used according to task and safety requirements and manufacturer specifications, and problems are reported to appropriate persons.
3.	Finalise spatial data collection tasks.	3.1. Equipment is checked and stored safely according to organisational requirements and manufacturer specifications.
		3.2. Unsafe or faulty equipment is reported according to organisational requirements.
		3.3. Data and documentation are completed and stored according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Numeracy skills to:	• use mathematical concepts in surveying methods relating to distance and angles.

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Oral communication skills to:	• ask questions to clarify task requirements and equipment selection.
Reading skills to:	• locate specific information in standard operating procedures • understand forms required for recording collected data.
Writing skills to:	• record clear and accurate measurements that can be interpreted by a third party.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least one of the following:	• experienced colleague • site personnel • supervisor or line manager.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS2012 Assist in collecting basic spatial data

Modification History

Release 1.

Replaces superseded non-equivalent CPPSIS2012A Assist in the collection of spatial data.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also collect basic spatial data for two field projects according to organisational procedures and instructions, and using surveying methods. For each project, the person must use safety equipment, including personal protective equipment (PPE), and a communication device.

During the above projects, the person must collect the basic spatial data using four of the following tools and equipment:

- clinometer or device to measure vertical angles
- compass
- data recording equipment
- digital or hard copy map
- distance measuring tape
- distance measuring wheel
- level
- scientific calculator
- simple global positioning system (GPS) device to determine position
- simple laser measuring device.

While assisting in collecting the above basic spatial data, the person must:

- communicate clearly with others to clarify work tasks and equipment use
- comply with organisational requirements and manufacturer specifications
- report problems and seek assistance with work tasks
- use organisational proformas to record accurate measurements and data.

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Knowledge Evidence

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

- industry-accepted standards for recording surveying measurements and data
- organisational policies and procedures relating to:
  - accessing manufacturer specifications
  - collecting spatial data
  - formats for records and documentation
  - reporting problems
  - selecting and using the tools and equipment specified in the performance evidence
  - using communications equipment
  - working safely when using surveying equipment and working in the field.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as specified in the performance evidence
  - PPE
- specifications:
  - equipment operating manuals and manufacturer specifications
  - standard operating procedures and documentation relating to work tasks
- relationships with team members and supervisor:
  - access to supervisor and other appropriate persons for assistance with work tasks.

Timeframe:

- as specified by task and organisational requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS2013 Store and retrieve basic spatial data

Modification History

Release 1.

Replaces superseded equivalent CPPSIS2013A Assist in the storage and retrieval of spatial data.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to assist team members to store and retrieve basic spatial data. Basic spatial data refers to recorded surveying measurements or datasets of objects with coordinates. The unit covers following instructions to record, maintain and retrieve spatial data from either paper or digital sources. It requires the ability to follow instructions and communicate with team members to clarify work tasks.

The unit supports those who work under direct supervision in a surveying or spatial information services team.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Store basic spatial	1.1. Task requirements are clarified with ***appropriate***

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	data.		***persons***.
		1.2.	Computer and software are prepared and checked to meet task requirements, and problems are reported to appropriate persons.
		1.3.	Requirements are followed to record data in index according to organisational requirements.
2.	Retrieve basic spatial data.	2.1.	Requirements are followed to access and retrieve spatial data source according to task and organisational requirements.
		2.2.	Problems are identified and reported to appropriate persons.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• extract and compare numerical data.
Oral communication skills to:	• ask questions to clarify task requirements.
Reading skills to:	• understand graphical information in basic spatial data.
Technology skills to:	• store and retrieve spatial data in digital format.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least	• experienced colleague • supervisor or line manager.

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one of the following:

Unit Mapping Information

CPPSIS2013A Assist in the storage and retrieval of spatial data

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS2013 Store and retrieve basic spatial data

Modification History

Release 1.

Replaces superseded equivalent CPPSIS2013A Assist in the storage and retrieval of spatial data.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also follow procedures and instructions to store and retrieve basic spatial data for two different projects.

While storing and retrieving the above basic spatial data, the person must:

- adhere to data privacy and information copyright laws relating to data storage and retrieval
- communicate clearly with others to clarify work tasks
- comply with organisational requirements to work safely when using screen-based equipment
- cooperate with team members to store and retrieve spatial data
- report problems and seek assistance with work tasks
- use a computer and software to store and retrieve spatial data.

Knowledge Evidence

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

- organisational policies and procedures relating to:
  - data privacy and information copyright
  - preparing and using computers and software
  - reporting problems with spatial data availability and formats
  - working safely when using screen-based equipment.

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Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computers and software required to collect basic spatial data
- specifications:
  - standard operating procedures and documentation relating to data privacy and information copyright
- physical conditions:
  - access to equipped work station
- relationships with team members and supervisor:
  - access to supervisor and other appropriate persons for assistance with work tasks.

Timeframe:

- as specified by task and organisational requirements

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS2015 Assist with surveying and spatial field activities

Modification History

Release 1.

Replaces superseded equivalent CPPSIS2015A Assist in field activity.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to assist members of a surveying and spatial information services team by carrying out field support tasks as directed. The unit covers preparing for work by clarifying tasks and equipment to be used, including personal protective equipment (PPE). The unit also covers participating in a range of support activities, including identifying and marking surface positions; and using and storing tools and equipment. It covers restoring the work site after tasks are completed, and checking tools and equipment to report faults or problems. The unit requires the ability to follow instructions and communicate with team members to clarify work tasks, and apply mathematical concepts used for distance measurements and calculations.

The unit supports those who work under direct supervision in a surveying and spatial information services team, in positions relating to field support and administration.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Prepare for field support tasks.	1.1. Task requirements are clarified with ***appropriate persons***.
		1.2. Tools and equipment are selected to meet task requirements in consultation with appropriate persons.
		1.3. PPE is accessed and used according to manufacturer specifications and organisational requirements.
2.	Assist with field support tasks.	2.1. ***Support tasks*** are carried out and problems reported to appropriate persons according to organisational requirements.
		2.2. Surface positions are identified and marked in line with task and organisational requirements.
		2.3. Tools and equipment are used according to task and organisational requirements.
3.	Finalise field support tasks.	3.1. Measurements are checked and recorded according to organisational requirements.
		3.2. Assistance is provided in restoring site as near as practicable to original condition, and waste is disposed of according to organisational requirements.
		3.3. Tools and equipment are checked and stored safely according to organisational requirements and manufacturer specifications.
		3.4. Unsafe or faulty tools and equipment are reported according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Numeracy skills to:	• apply basic mathematical concepts to measure and calculate

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distances, area and volume.

Reading skills to:
- understand forms required for recording collected data
- understand standard operating procedures and equipment operating manuals.

Writing skills to:
- record clear and accurate measurements that can be interpreted by a third party.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least one of the following:
- site personnel
- supervisor or line manager.

Support tasks must include at least two of the following:
- checking data
- identifying and marking positions of assets for which information is required
- maintaining equipment
- recording data.

Unit Mapping Information

CPPSIS2015A Assist in field activity

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS2015 Assist with surveying and spatial field activities

Modification History

Release 1.

Replaces superseded equivalent CPPSIS2015A Assist in field activity.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also follow procedures and instructions to assist with field support activities in two projects in the surveying and spatial field.

For each project, the person must use safety equipment, including personal protective equipment (PPE), and a communication device, such as ultra-high frequency radio.

The person must also use four of the following:

- compass
- data recording equipment
- digital or hard copy map
- distance measuring wheel
- level
- measuring instruments
- scientific calculator
- hand-held laser measuring device.

While assisting in the above field support activities, the person must:

- use and check tools and equipment to identify faults or problems
- communicate clearly with others to clarify work tasks and report problems
- comply with organisational and manufacturer requirements in order to work safely and protect the environment
- cooperate with team members to follow instructions
- follow procedures to identify and mark surface positions
- report problems and seek assistance with work tasks

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- assist in restoring work site to as near as practicable to original condition after field activities are completed.

Knowledge Evidence

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

- industry-accepted standards and practices for marking surface positions and measuring and recording basic spatial data
- organisational policies and procedures covering work tasks relating to field projects, including reporting and equipment use and maintenance
- purpose of and storage procedures for the tools and equipment required in above field activities
- site restoration and waste disposal procedures
- work health and safety procedures relating to field support activities, including required PPE.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as specified in the performance evidence, including PPE
- specifications:
  - equipment operating manuals and manufacturer specifications
  - standard operating procedures and documentation relating to field activities
- relationships with team members and supervisor:
  - access to supervisor and other appropriate persons for assistance with work tasks.

Timeframe:

- as specified by task and organisational requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS2016 Assist with load transfers

Modification History

Release 1.

Replaces superseded non-equivalent CPPSIS2016A Assist with load transfer.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to assist team members to load, unload and transfer goods and personnel to a work site. The unit covers following procedures and instructions to select equipment to assist loading activities. It also covers complying with legal requirements relating to the transport and handling of hazardous materials, and to load mass, restraint and protection. The unit requires the ability to follow instructions and communicate with team members to clarify work tasks and seek assistance.

The unit supports those who work under direct supervision in a surveying and spatial information services team, in a range of work sites and positions, such as field hands and data collection assistants.

Licensing, legislative, regulatory or certification requirements concerning the loading and unloading of goods, including mass and loading regulations dealing with over-size and over-mass permits, apply to this unit in some States. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Prepare for load transfer.	1.1.	Load transfer work tasks are clarified with ***appropriate persons***.
		1.2.	Loading and unloading plans are followed to ensure efficiency and safety according to organisational requirements.
		1.3.	Type and nature of load are checked in consultation with appropriate persons to ensure even and legal distribution according to organisational requirements.
2.	Assist with loading and unloading.	2.1.	Instructions are followed to assist with loading and unloading activities in a safe and efficient manner, taking into account suitable locations, stowage and balance of remaining load.
		2.2.	***Lifting aids and equipment*** are selected and used to assist loading and unloading according to organisational procedures and safety requirements.
		2.3.	Instructions are followed to secure and protect load using correct load restraint methods and according to organisational requirements.
		2.4.	Goods that require special handling are identified and procedures followed to complete required records according to organisational requirements.
3.	Finalise load transfer activities.	3.1.	Documentation relating to own role is completed according to organisational requirements.
		3.2.	Aids and equipment used in the load transfer process are cleaned and stored according to organisational procedures.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**

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Numeracy skills to:	• apply basic computations relating to load mass, size and weight • check size, weight and shape of load against legal and safety guidelines.
Oral communication skills to:	• ask questions to clarify work task requirements • receive and relay information clearly using a two-way radio.
Reading skills to:	• recognise and understand Australian Dangerous Goods (ADG) markings and HAZCHEM signs.
Writing skills to:	• record clear and accurate load details using organisational proformas.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least one of the following:	• experienced colleague • supervisor or line manager.
Lifting aids and equipment must include at least one of the following:	• block and tackle • hoist • hydraulic lift • jack • stacker.

Unit Mapping Information

No equivalent unit.

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS2016 Assist with load transfers

Modification History

Release 1.

Replaces superseded non-equivalent CPPSIS2016A Assist with load transfer.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also assist with planning and conducting the loading, transfer and unloading of:

- dangerous goods in one load
- personnel in a separate load.

While assisting with the above activities, the person must:

- communicate clearly with others to clarify work tasks and relay accurate information using a communication device
- follow procedures for the safe manual handling of goods
- comply with organisational requirements relating to:
  - load mass, restraint and protection
  - working safely and using personal protective equipment (PPE)
- record data and complete required organisational documentation, including for goods that require special handling
- select and use the lifting aids and equipment specified in the range of conditions to assist loading and unloading.

Knowledge Evidence

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

- codes of practice for handling and transporting dangerous goods and hazardous substances
- communication protocols during load transfers
- factors that can impact on safety when loading and unloading, including risks posed by traffic and weather
- goods identification numbers and codes, including Australian Dangerous Goods (ADG) markings and HAZCHEM signs

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- relevant parts of regulations relating to:
  - handling and transport of dangerous goods and hazardous substances
  - load mass (over-size and over-mass), load restraint and requirements to protect loads.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - communications equipment
  - load lifting aids and equipment, as specified in the range of conditions
  - PPE
- specifications:
  - equipment operating manuals
  - standard operating procedures relating to health and safety, including manual handling
  - task specifications for load transfer work, including load restraint guide
- relationships with team members and supervisor:
  - access to supervisor and other appropriate persons for assistance with work tasks.

Timeframe:

- as specified by task and organisational requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS3011 Produce basic maps

Modification History

Release 1.

Replaces superseded equivalent CPPSIS3011A Apply map presentation principles.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to use mapping software, such as geographic information system (GIS) functionality, to produce a basic map. The unit covers activities to prepare and process basic spatial data and produce a basic map, which includes simple marginal information and content, to meet task specifications.

The unit supports those who work under supervision in a surveying and spatial information services team, in areas such as surveying, cartography, mapping, town planning and GIS.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Prepare to create basic map.	1.1. ***Task requirements*** are clarified with ***appropriate persons***.

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		1.2.	Equipment and software are selected according to task and organisational requirements.
2.	Compile map content.	2.1.	Map marginal information and content are prepared according to task specifications.
		2.2.	Spatial data is processed to prepare map content according to task specifications.
3.	Finalise basic map production.	3.1.	Map is produced in required format and content according to task requirements.
		3.2.	Map content and format are checked against task requirements in consultation with appropriate persons.
		3.3.	Map is finalised and documentation completed according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Numeracy skills to:	• apply datums and projections to map • read data attributes and numerical data.
Oral communication skills to:	• ask questions to clarify task requirements.
Reading skills to:	• interpret instructions in standard operating procedures • interpret spatial data, software menus and messages.
Writing skills to:	• label marginal information and map content.

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Technology skills to:
- use mapping functions of basic software to format maps that meet task specifications.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Task requirements must include:
- coordinate system
- format of map
- map content
- marginal information
- spatial data to be used
- type of map.

Appropriate persons must include at least one of the following:
- experienced colleague
- supervisor or line manager.

Unit Mapping Information

CPPSIS3011A Apply map presentation principles

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS3011 Produce basic maps

Modification History

Release 1.

Replaces superseded equivalent CPPSIS3011A Apply map presentation principles.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also use suitable software to produce two basic maps containing the following:

- two man-made features and two natural features and their symbology depicting data by points, lines and polygons
- data that has been geoprocessed from retrieved spatial data
- simple marginal information, including:
  - data sources
  - georeferencing system
  - legend
  - north point
  - scale.

While producing the above basic maps, the person must:

- communicate clearly when clarifying work tasks
- comply with organisational requirements regarding health and safety and completing records and documentation
- use a computer, printer and required ancillary hardware
- use basic software mapping functions to:
  - apply scale
  - change data appearance
  - change symbology
  - import simple point, line and areal data
  - label features
  - pan zoom
  - perform simple thematic mapping

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- symbolise features by attributes.

Knowledge Evidence

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

- functions of mapping software suitable for making basic maps
- key geographic feature types and how they are portrayed in mapping software, including using points, lines and polygons
- key features of coordinate systems, datums and projections
- common types of maps used for surveying and spatial information services
- organisational policies and guidelines relating to basic map production
- typical scales used on different types of maps
- typical spatial referencing systems used on different types of maps
- typical symbology used on different types of maps.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computers and software relevant to basic map production
- specifications:
  - work task specifications
  - organisational policies, procedures and documentation relating to work health and safety when using screen-based equipment
- physical conditions:
  - access to equipped work station
- relationships with team members and supervisor:
  - working under supervision.

Timeframe:

- as specified by task and organisational requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS3015 Collect basic surveying data

Modification History

Release 1.

This version first released with CPP Property Services Training Package Version 3.

Replaces superseded non-equivalent CPPSIS3015A Collect spatial data.

Application

This unit of competency specifies the outcomes required to collect basic surveying data using measurements taken in the field. Basic surveying data refers to measurements of distances, angles and height difference with accuracy of one centimetre or better. The unit covers preparing for data collection by clarifying the data collection tasks and equipment to be used, and identifying and reporting hazards. The unit also covers operating equipment to take basic surveying measurements, and performing required data reductions and computations to ensure the accuracy of collected data before leaving the field. It requires the ability to follow standard operating procedures for setting up, using, checking and storing equipment; and completing records and documentation.

The unit supports those who work under supervision in a surveying and spatial information services team, in positions relating to field data collection.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Prepare for data collection tasks.	1.1. Data collection requirements and basic surveying tasks are clarified with ***appropriate persons***.
		1.2. Equipment and collection method are selected to meet task requirements, and set up in consultation with appropriate persons.
		1.3. Hazards are identified and risks controlled and reported according to organisational requirements.
2.	Carry out basic data collection tasks.	2.1. Factors affecting equipment use and accuracy of data are identified and reported.
		2.2. Basic surveying data is collected using selected equipment and according to manufacturer specifications, standard operating procedures, and task requirements.
		2.3. Measurements are recorded, calculated, reduced and checked before leaving the site according to organisational requirements.
3.	Finalise data collection tasks.	3.1. Documentation is completed and data stored according to organisational requirements.
		3.2. Equipment is checked, and faults and problems are reported.
		3.3. Equipment is packed up and stored according to manufacturer and organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Numeracy skills to:	• perform mathematical reductions.

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Oral communication skills to:	• ask questions to clarify task requirements and equipment selection.
Reading skills to:	• locate specific information in forms and standard operating procedures required for using equipment and recording collected data.
Writing skills to:	• record clear and accurate measurements, computations, and field checks.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least one of the following:	• experienced colleague • site personnel • supervisor or line manager.

Unit Mapping Information

No equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS3015 Collect basic surveying data

Modification History

Release 1.

This version first released with CPP Property Services Training Package Version 3.

Replaces superseded non-equivalent CPPSIS3015A Collect spatial data.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also accurately record basic surveying data for two field projects, including data relating to the position of geographic features and their attributes, including angles, distances and height.

During the above projects, the person must collect the basic surveying data using two of the following pieces of equipment:

- automatic, digital or laser level
- electromagnetic recording equipment
- global positioning system (GPS) for:
  - determining point position
  - navigating and recording a traverse
  - collecting designated attributes for designated features
- ground penetrating radar
- total station.

In addition, while collecting basic surveying data, the person must use two of the following:

- digital or hard copy maps and images
- distance measuring
- measuring bearings or angles
- measuring vertical angles or slopes.

During the above projects, the person must also:

- communicate clearly with others to clarify work tasks and equipment selection

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- comply with organisational, legislative and manufacturer requirements to work safely and use personal protective equipment (PPE)
- comply with relevant safe work method statements (SWMS)
- follow manufacturer specifications and standard operating procedures to correctly set up, operate, pack up, and store tools and equipment
- use organisational and industry procedures and proformas to accurately collect and record measurements and data.

Knowledge Evidence

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

- accepted organisational standards for recording surveying metadata
- attributes associated with a dataset
- organisational and industry policies and procedures relating to collecting, recording and storing surveying data
- organisational and industry procedures relating to work tasks specified in the performance evidence, including equipment use
- spatial data collection procedures for equipment used, as specified in the performance evidence
- work health and safety procedures relating to data collection activities.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as specified in the performance evidence
- specifications:
  - standard operating procedures and documentation relating to data collection tasks
- relationships with team members and supervisor:
  - working under supervision.

Timeframe:

- as specified by task and organisational requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS3016 Provide field support services for surveying and spatial projects

Modification History

Release 1.

Replaces superseded equivalent CPPSIS3016A Provide field support services.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to provide field support services for surveying and spatial projects. The unit covers planning and preparing for work, including selecting equipment and supplies, and while in the field following safety procedures and carrying out field support tasks.

The unit supports those who work under supervision in a surveying or spatial information services team, in positions that provide assistance with data collection in the field.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Prepare for field	1.1. Task requirements are identified and confirmed with ***appropriate persons*** according to organisational

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	support tasks.	requirements.
		1.2. Equipment and supplies appropriate to the task are selected and prepared according to task and organisational requirements.
		1.3. Hazards relating to the work site are identified and risks controlled according to organisational and safety requirements.
		1.4. Site drawings and plans are obtained and examined to determine location of services.
		1.5. Personal protective equipment (PPE) is accessed and used according to manufacturer specifications and organisational requirements.
2.	Execute field support tasks.	2.1. ***Support tasks*** are carried out in consultation with appropriate persons and according to task requirements.
		2.2. Equipment is operated according to task and organisational requirements.
3.	Finalise field support tasks.	3.1. Site is restored as near as practicable to original condition, and waste is disposed of according to organisational requirements.
		3.2. Equipment is cleaned and stored in a secure location according to manufacturer specifications.
		3.3. Repair work is organised for unsafe or faulty tools and equipment according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• locate features at the work site identified from maps and drawings.

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Numeracy skills to:	• record numerical data.
Oral communication skills to:	• ask questions to clarify work task requirements.
Reading skills to:	• understand and follow procedures in task requirements • understand graphical information on maps and site drawings.
Writing skills to:	• record clear and accurate data and information.
Technology skills to:	• set up tools and equipment.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least one of the following:	• experienced colleague. • supervisor or line manager.
Support tasks must include at least five of the following:	• assisting equipment operator with data collection and recording • clearing lines • finding survey marks • loading and unloading equipment and tools • performing simple measurements, such as height of instrument and target • placing survey marks • setting up tripods and equipment in preparation for use by an instrument operator • shifting equipment between designated points • using and maintaining tools, such as shovels, crow bars, axes

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and brush hooks.

Unit Mapping Information

CPPSIS3016A Provide field support services

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS3016 Provide field support services for surveying and spatial projects

Modification History

Release 1.

Replaces superseded equivalent CPPSIS3016A Provide field support services.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also provide five of the field support tasks listed in the range of conditions for two different spatial data collection projects.

While providing the above field support services, the person must:

- communicate clearly with others to clarify work tasks
- comply with organisational, legislative and manufacturer requirements in order to work safely and protect the work environment while in the field
- cooperate with team members to collect and record data
- select and use the following spatial tools and equipment to complete support tasks:
  - communication device
  - data measuring and recording equipment and tools
  - safety equipment and supplies, including personal protective equipment (PPE).

Knowledge Evidence

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

- industry-accepted standards and practices for measuring and recording basic spatial data
- organisational policies and procedures relating to work tasks, including reporting and equipment use and maintenance
- purpose and uses of required tools and equipment
- site restoration and waste disposal procedures
- work health and safety procedures relating to field support activities.

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Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as specified in the performance evidence
- specifications:
  - job specifications for field support work
  - equipment operating manuals
  - safety instructions
  - organisational policies, procedures and documentation relating to work tasks
- relationships with team members and supervisor:
  - working under supervision.

Timeframe:

- as specified by task and organisational requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS3018 Transfer loads

Modification History

Release 1.

Replaces superseded equivalent CPPSIS3018A Transfer personnel and loads.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to plan and conduct the loading, transfer and unloading of personnel and goods to a work site. The work site could be in a remote location in off-road conditions using a boat or four-wheel drive vehicle. The unit covers selecting equipment to assist loading activities, and complying with legal requirements relating to the transport and handling of hazardous materials, and to load mass, restraint and protection.

The unit supports those who work under supervision in a surveying and spatial information services team, in a range of work sites and positions, such as field support for data collection and site set-out.

Licensing, legislative, regulatory or certification requirements concerning the loading and unloading of goods, including mass and loading regulations dealing with over-size and over-mass permits, apply to this unit in some States. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Prepare for load transfer.	1.1.	***Load transfer requirements*** are identified and clarified with ***appropriate persons***.
		1.2.	Load transfer activities are planned to ensure efficient and safe operations and environmental protection, and according to organisational requirements.
		1.3.	***Transport equipment*** appropriate for the type of load and loading and unloading activities to be conducted is selected and accessed.
		1.4.	Factors affecting safe and efficient load transfer are identified and assessed in consultation with appropriate persons to meet organisational and safety requirements.
2.	Carry out loading and unloading.	2.1.	Loading and unloading activities are conducted in a safe and efficient manner, taking into account suitable locations, stowage and balance of remaining load.
		2.2.	***Lifting aids and equipment*** are selected and used to assist loading and unloading according to organisational procedures and safety requirements.
		2.3.	Load is secured and protected using correct load restraint methods and according to organisational requirements.
		2.4.	Goods and technical equipment requiring special handling are identified and documentation is completed according to organisational requirements.
3.	Operate vehicle to complete load transfer.	3.1.	Pre-operational inspections and checks of vehicle are conducted, and problems or malfunctions reported according to organisational requirements.
		3.2.	Vehicle is operated using most efficient route of travel and ensuring safety of load and equipment.
		3.3.	Route conditions and vehicle performance are constantly monitored and occurrences affecting safety and efficiency of operations are reported according to organisational requirements.
		3.4.	Vehicle records are completed and maintained according

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to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Planning and organising skills to:	• plan and navigate a transport route to account for terrain, weather and traffic contingencies.
Numeracy skills to:	• apply basic computations relating to load mass, size and weight.
Oral communication skills to:	• ask questions to clarify work task requirements • receive and relay information clearly using a two-way radio.
Reading skills to:	• interpret Australian Dangerous Goods (ADG) markings and HAZCHEM signs • interpret information from maps and manufacturer specifications.
Writing skills to:	• record clear and accurate load computations.
Problem-solving skills to:	• solve routine problems impacting on safety of load.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Load transfer requirements must	• load shape • load size

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include*:*	• load weight • route conditions • work site location for load transfer.
Appropriate persons must include at least one of the following:	• experienced colleague • supervisor or line manager.
Transport equipment must include at least one of the following:	• boat • car • four-wheel drive vehicle (with or without trailer) • light truck • quad bike • two-wheel drive vehicle (with or without trailer).
Lifting aids and equipment must include at least one of the following:	• block and tackle • hoist • hydraulic lift • jack • stacker.

Unit Mapping Information

CPPSIS3018A Transfer personnel and loads

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS3018 Transfer loads

Modification History

Release 1.

Replaces superseded equivalent CPPSIS3018A Transfer personnel and loads.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also plan and transfer:

- dangerous goods in one load
- personnel in a separate load.

While transferring the above loads, the person must:

- communicate clearly with others to clarify work tasks and relay accurate information using a two-way radio
- comply with organisational and legislative requirements during transfer activities relating to:
  - load mass, restraint and protection
  - protecting the environment
  - working safely
- conduct pre-operational checks and inspections of the transport to identify defects and malfunctions, and report as required
- follow procedures for the safe manual handling of goods
- operate a vehicle safely while transporting loads on a variety of travelling surfaces and in varying weather conditions
- conduct a basic assessment of terrain, traffic flow and weather conditions impacting on the transfer route, including off-road routes
- navigate safe transport routes allowing for a range of terrain, weather and traffic conditions
- record data and complete required organisational documentation, including for goods that require special handling
- select and use lifting aids and equipment, as specified in the range of conditions, to assist loading and unloading
- work safely and follow procedures to ensure the safety of personnel, loads and equipment, including using personal protective equipment (PPE).

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Knowledge Evidence

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

- codes of practice for handling and transporting dangerous goods and hazardous substances
- communication protocols during load transfers
- factors that can impact on safety when loading and unloading, including risks posed by traffic and weather
- goods identification numbers and codes, including Australian Dangerous Goods (ADG) markings and HAZCHEM signs
- licensing requirements for operating vehicles on land and water
- regulations relating to the handling and transport of dangerous goods and hazardous substances, mass (over-size and over-mass), and load restraint and protection.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - communications equipment
  - load lifting aids and equipment, as specified in the range of conditions
  - safety equipment, including PPE
  - vehicle to suit transport route
- specifications:
  - organisational policies, procedures and documentation relating to work health and safety and load restraint guide
  - equipment operating manuals
  - job specifications for load transfer work
  - maps
- relationships with team members and supervisor:
  - working under supervision.

Timeframe:

- as specified by task and organisational requirements.
-

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the Standards for Registered Training Organisations (RTOs) current at the time of assessment.

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CPPSIS3019 Produce basic plans of surveys

Modification History

Release 1.

Replaces superseded equivalent CPPSIS3019A Perform basic drafting.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to use suitable computer software to produce basic plans of a survey from surveying field data. The unit covers setting up equipment and software, establishing surveying data and dimensions, processing data, and producing basic plans to meet task specifications. It requires an ability to read and understand surveying data, and technology skills to manipulate, import and export data using software applications.

The unit supports those who work under supervision in a surveying and spatial information services team.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Prepare to create	1.1. Task requirements are clarified with ***appropriate***

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	basic plan of survey.		***persons***.
		1.2.	Hardware, software and other equipment are set up and checked to ensure requirements are met.
		1.3.	Dimensions and data for required plan are established according to task requirements.
		1.4.	Required data is identified and retrieved according to task requirements.
2.	Compile plan content.	2.1.	Basic software functions are used to process surveying data to prepare plan of survey according to task requirements.
		2.2.	Plan marginal information is prepared according to task requirements.
3.	Finalise basic plan production.	3.1.	Preliminary plan of survey is reviewed and checked against task requirements in consultation with appropriate persons.
		3.2.	Adjustments to plan are made in consultation with appropriate persons.
		3.3.	Data files are stored according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• measure bearings, angles, distances, coordinates, perimeter and area within plans.
Oral communication skills to:	• ask questions to clarify work task requirements.

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Reading skills to:	• interpret plan requirements • understand technical terminology in help files and prompts.
Technology skills to:	• import and export data into software applications • manipulate screen-based information.
Problem-solving skills to:	• identify errors by checking plans against given data.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least one of the following:	• experienced colleague • supervisor or line manager.

Unit Mapping Information

CPPSIS3019A Perform basic drafting

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS3019 Produce basic plans of surveys

Modification History

Release 1.

Replaces superseded equivalent CPPSIS3019A Perform basic drafting.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also use suitable software to produce basic plans of surveys for two different tasks.

While producing the above plans, the person must:

- include content data obtained from collected field surveying data
- produce the plan content and marginal information
- take measurements of bearings, angles, distances, coordinates, perimeter and area from a digital plan
- communicate clearly with others to clarify work tasks
- comply with organisational requirements relating to work health and safety, completing records and documentation, privacy of information, and data storage
- use a computer, printer and required ancillary hardware.

Knowledge Evidence

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

- basic drafting design principles
- key features of coordinate systems
- industry-accepted standards relating to preparing and producing plans using appropriate software
- methods for checking and validating drawing accuracy
- software functions to produce basic plans
- typical content of plans of a survey.

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Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - ancillary hardware necessary to prepare and print plans of a survey
  - computer software suitable for preparing and producing plans of a survey
- specifications:
  - design specifications
  - organisational policies, procedures and documentation relating to:
    - work health and safety
    - data privacy and information copyright
- physical conditions:
  - access to equipped work station
- relationships with team members and supervisor:
  - working under supervision.

Timeframe:

- as specified by task and organisational requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS3020 Perform basic surveying computations

Modification History

Release 1.

Replaces superseded equivalent CPPSIS3020A Perform basic surveying computations.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to perform basic surveying computations in a plane coordinate system. The unit covers computations and conversions based on basic mathematical concepts of algebra, geometry and trigonometry. Computations are done on simple regular geometric figures, traverses, angles, bearings, distances, plane coordinates, heights, perimeter and area.

The unit supports those who work under supervision in a surveying and spatial information services team to perform basic computations associated with field work and data collection.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Prepare for basic surveying	1.1. Computational requirements are identified in consultation with ***appropriate persons***.

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	computations.	1.2. Computational procedures are identified according to industry and organisational requirements.
		1.3. Computational equipment is selected according to computational and organisational requirements.
2.	Calculate basic surveying data.	2.1. Computations are performed on angles and bearings according to computational requirements and using computational equipment.
		2.2. Conversions between polar and rectangular coordinates are performed according to computational requirements.
		2.3. Computations are performed on the coordinates of a simple closed traverse.
3.	Finalise work processes.	3.1. Computations and conversions are finalised and their accuracy confirmed according to computational requirements.
		3.2. Data is recorded according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• apply the basic concepts of algebra, geometry and trigonometry to plane geometry and measuring simple regular figures • perform calculations relating to geometric figures, area, angles, bearings, distances, traverses, plane coordinates, heights and perimeter.
Oral communication skills to:	• ask questions to clarify work task requirements and computational formulas • discuss computational methods.

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Reading skills to:	• interpret computational data provided in diagrammatic form • interpret written computational tasks.
Writing skills to:	• record computations and results in line with industry requirements and in an appropriate format.
Problem-solving skills to:	• identify errors in computations.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least one of the following:	• experienced computational colleague • qualified surveyor • supervisor or line manager.

Unit Mapping Information

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS3020 Perform basic surveying computations

Modification History

Release 1.

Replaces superseded equivalent CPPSIS3020A Perform basic surveying computations.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also accurately perform basic computations for two different surveying computational tasks, demonstrating the ability to:

- calculate perimeter and areas of simple regular figures
- calculate adjusted coordinates of points on a closed traverse
- convert between:
  - polar and rectangular coordinates
  - vertical angles and gradients and vice versa
- check accuracy of above computations.

During the above surveying computational tasks, the person must:

- communicate clearly with others to clarify work tasks and computational results
- comply with organisational requirements and industry-accepted methods for systematically and legibly laying out computations
- use organisational documents to complete required records.

Knowledge Evidence

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

- common surveying and mathematical terms used in basic surveying computations
- industry-accepted methods for performing and laying out different types of basic surveying computations
- organisational policies and procedures for completing surveying records and documentation.

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Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - scientific or programmable calculator or software application
- specifications:
  - task specifications
- relationships with team members and supervisor:
  - working under supervision.

Timeframe:

- as specified by task and organisational requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS3021 Visually interpret image data

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to visually interpret image data to identify the basic features of the landscape, including land cover such as vegetation, roads, railways, buildings, water bodies and terrain forms. Image data can include aerial and terrestrial photographs and satellite images. The images can be digital or in hard copy. Mapping or other appropriate software can be used to assist visual interpretation if it is available. The unit requires the ability to apply the principles and methods of visual image interpretation. This unit is restricted to visual interpretation, as digital enhancement of images is covered in CPPSIS4026 Digitally enhance and process image data.

The unit supports those who work under direct supervision in a surveying and spatial information services team, in positions that support mapping, geographic information systems (GIS) and town planning.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Identify image and ancillary data.	1.1. Task requirements are clarified with ***appropriate persons***.
		1.2. Possible sources of image data are identified to meet task requirements.
		1.3. Constraints in using different types of image data are clarified in discussion with appropriate persons.
		1.4. Ancillary data that can be used to assist visual interpretation of image is identified and obtained.
2.	Identify and record basic landscape features.	2.1. Image data is visually interpreted using interpretation principles and ancillary data, and features are identified and recorded according to task and organisational requirements.
		2.2. Interpreted results are discussed and confirmed with appropriate persons.
		2.3. Ground control targets for photogrammetric mapping are checked to enhance understanding of image data.
		2.4. Scale is determined according to organisational requirements.
		2.5. Data is stored and documents are completed according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Numeracy skills to:	• measure and calculate scale objects from an image and ancillary data.
Oral communication skills to:	• ask questions to clarify work tasks.

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Reading skills to:	• interpret graphical information, including shapes and patterns within aerial and terrestrial photographs and satellite images.
Writing skills to:	• record details of image features using standard proformas.
Technology skills to:	• use simple analogue and digital tools to assist with visual interpretation.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least one of the following:	• experienced colleague • supervisor or line manager.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS3021 Visually interpret image data

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also visually identify three instances of the following from both an aerial or terrestrial photograph or image, and a satellite image:

- buildings
- rail lines
- roads
- terrain types
- vegetation
- water bodies.

Where images from ground penetrating radar (GPR) are required to be interpreted, the person must visually identify three of the basic landscape features listed above from:

- a GPR image display, and
- one of the following:
  - aerial photograph or image
  - satellite image.

While visually interpreting the above image data, the person must:

- assess task requirements to clarify types of image data to be accessed and interpreted
- communicate clearly with others to clarify and discuss work tasks
- identify possible sources of image and ancillary data to meet task requirements
- apply the principles and methods of visual image interpretation
- apply ground controls to aerial photographs
- calculate scale from image data
- comply with organisational requirements relating to:

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  - accessing and formatting image data
  - data privacy and information copyright
  - health and safety
- conduct basic measurements relating to image data to identify scale
- identify and report constraints and problems with image data
- use organisational proformas to accurately record measurements and data.

Knowledge Evidence

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

- basic formulas used to calculate scale relating to data images
- basic landscape features that can be identified from image data
- organisational policies and procedures relating to:
  - accessing and formatting image data
  - data privacy and information copyright
  - health and safety
- possible sources of image and ancillary data
- principles and methods of visual image interpretation
- types of image data used in spatial applications.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- specifications:
  - standard operating procedures and documentation relating to data privacy and information copyright
  - suitable image data in hard copy or digital format
- relationships with team members and supervisor:
  - working under supervision.

Timeframe:

- as specified by task and organisational requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS4022 Store and retrieve spatial data

Modification History

Release 1.

Replaces superseded equivalent CPPSIS4022A Store and retrieve spatial data.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to store and retrieve spatial data, including digital and hard copy storage. The unit covers locating, storing, and backing up data according to organisational procedures.

The unit supports those who work in support positions in a surveying or spatial information services team in surveying, town planning, cartography, mapping and geographic information systems (GIS).

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Prepare spatial data for storage.	1.1. Task requirements are identified and clarified with ***appropriate persons***.

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		1.2. Method of spatial data storage and distribution is selected to ensure access to current data and to comply with organisational requirements.
		1.3. Data index is created to assist in retrieval and storage according to organisational requirements.
		1.4. Data is stored and recorded according to organisational requirements.
2.	Access and retrieve spatial data.	2.1. Required spatial data is located and retrieved according to organisational procedures.
		2.2. Spatial data is analysed and translated into required format according to task requirements.
3.	Manage spatial data security.	3.1. Data security and backup measures are applied to manage risk according to organisational risk management plan and procedures.
		3.2. Problems with data security, storage or retrieval are identified and reported according to organisational procedures.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• apply basic measurements and computations to accurately mark and record observations and position.
Reading skills to:	• interpret graphical information obtained from global navigation satellite system (GNSS), GIS or other software.
Writing skills to:	• record digital data • write routine reports detailing problems with data storage or retrieval.

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Technology skills to:	• use a range of software applications to access and store data • use querying commands to obtain information from a database.
Problem-solving skills to:	• identify storage solutions appropriate to different types of spatial data • identify contingency procedures in the event of unforeseen risk to data security.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least one of the following:	• client • colleague • qualified surveyor • supervisor or line manager • spatial data provider.

Unit Mapping Information

CPPSIS4022A Store and retrieve spatial data

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS4022 Store and retrieve spatial data

Modification History

Release 1.

Replaces superseded equivalent CPPSIS4022A Store and retrieve spatial data.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also store and retrieve digital and hard copy spatial data for three different projects.

While storing and retrieving the above spatial data, the person must:

- follow organisational procedures to apply data security and backup measures
- comply with administrative and legal requirements for storing and retrieving spatial data, including data privacy and information copyright
- comply with organisational requirements for recording data and completing documentation, and when using the equipment specified in the assessment conditions
- create a workable indexing system
- develop and implement risk management plan, including strategies to protect spatial data
- translate spatial data downloaded from global navigation satellite system (GNSS), geographic information system (GIS), and other relevant software applications.

Knowledge Evidence

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

- key features of spatial reference systems
- methods for downloading data from GNSS, GIS and other relevant software applications
- organisational procedures for storing and retrieving digital and hard copy spatial data, including data privacy and information copyright
- spatial data classification and indexing systems
- spatial data querying techniques.

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Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - data retrieval equipment
  - computer with software appropriate for spatial data storage and retrieval
  - hard copy and digital data storage media
- specifications:
  - organisational policies, procedures and documentation relating to:
    - work health and safety
    - data privacy and information copyright
- physical conditions:
  - access to equipped work station
- relationships with team members and supervisor:
  - working in a team.

Timeframe:

- as specified by task and organisational requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS4024 Source and assess spatial data

Modification History

Release 1.

Replaces superseded equivalent CPPSIS4024A Collect and set out spatial data.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to source spatial data from a range of media and datasets, and assess its availability and suitability for use in meeting client requirements. The unit covers researching and assessing data suppliers and information, such as metadata and attributes, to determine the most suitable sources of available data to meet job specifications. The unit also covers collecting and setting out data using a computer and software suitable for manipulating and presenting spatial data. The unit requires the ability to measure and reduce data and write technical reports.

The unit supports those who work in support positions for surveying and mapping, town planning, cartography and geographic information systems (GIS).

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.

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1.	Source spatial data.	1.1. Job specifications for required spatial data are identified in consultation with ***appropriate persons***.
		1.2. Search is undertaken of a range of media to identify sources of potential spatial data.
		1.3. ***Metadata***, datasets and attributes are obtained and assessed to determine most appropriate data source according to job specifications.
		1.4. Potential sources of spatial data are listed according to job specifications and organisational requirements.
2.	Assess potential spatial data.	2.1. Potential spatial data and datasets are assessed for suitability against job specifications.
		2.2. Availability of suitable spatial data is verified with potential suppliers, and constraints are identified according to organisational requirements.
		2.3. Spatial data indexing, backup and archiving requirements are determined to ensure currency.
3.	Prepare data suitability report.	3.1. Spatial data is collected and set out according to job specifications and organisational requirements.
		3.2. Administrative and industry requirements for data collection are complied with and recorded.
		3.3. ***Documentation*** is completed according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Initiative and enterprise skills to:	• identify situations requiring the need to obtain further sample data to ensure data suitability.

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Numeracy skills to:	• interpret and compare data version information • measure spatial data components.
Oral communication skills to:	• ask questions to clarify data requirements.
Reading skills to:	• interpret graphical and technical information from maps and photographs.
Writing skills to:	• prepare clear and accurate technical reports that can be interpreted by a third party.
Technology skills to:	• use a computer and software to set out and format spatial data.
Problem-solving skills to:	• implement contingency measures where there are constraints on the use of spatial data.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least one of the following:	• client • colleague • qualified surveyor • supervisor or line manager • spatial data provider.
Metadata must include at least four of the following:	• availability • conditions of use • coordinate system • currency

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- custodian
- data accuracy
- data description
- date of acquisition
- licence
- quality
- source
- spatial data acquisition methodologies
- version control.

Documentation must include:

- written assessment of data availability, including cost, licensing conditions, and constraints on use
- written assessment of suitability of available data in meeting requirements for accuracy, completeness, coverage, density, logical consistency and specifications.

Unit Mapping Information

CPPSIS4024A Collect and set out spatial data

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS4024 Source and assess spatial data

Modification History

Release 1.

Replaces superseded equivalent CPPSIS4024A Collect and set out spatial data.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also source and assess the availability and suitability of spatial data for two different projects in consultation with colleagues.

While sourcing and assessing the above spatial data, the person must:

- clarify job specifications, including extent, content, intended use, accuracy, precision and format of spatial data
- complete required documentation, including written assessments as specified in the range of conditions
- communicate clearly with others to clarify and discuss work tasks
- comply with legal and organisational requirements relating to:
  - completing records and documentation
  - copyright and ownership of spatial data
  - using and storing equipment
  - working safely
- perform spatial data measurements, reduction and manipulation with accuracy
- set out spatial data and related attributes, including:
  - colour
  - layer
  - level
  - line type
  - line width
  - text
- verify availability of suitable data with suppliers, taking into account copyright and ownership constraints.

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Knowledge Evidence

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

- accuracy and precision requirements relating to measuring and recording spatial data
- key features of spatial reference systems
- methods for assessing the availability and suitability of spatial data
- potential sources of spatial data and datasets
- range of basic spatial data capture and data set-out methodologies
- requirements to comply with data license agreements and copyright
- spatial data formats, handling and structure
- spatial data recording and reduction techniques.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer with software appropriate for spatial data manipulation and set-out
  - printer
- specifications:
  - job specifications
  - organisational policies and procedures relating to:
    - work health and safety
    - data privacy and information copyright
- physical conditions:
  - access to equipped work station
- relationships with team members and supervisor:
  - working in a team.

Timeframe:

- as specified by project requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS4025 Collect spatial data using GNSS

Modification History

Release 1.

Replaces superseded equivalent CPPSIS4025A Collect basic GNSS data.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to collect spatial data using global navigation satellite system (GNSS) equipment for surveying purposes, using both single point and differential techniques. The unit covers planning work tasks and setting up and operating GNSS equipment to achieve the required accuracy. The unit includes validating data to identify errors.

The unit supports those who work in support positions collecting field surveying data.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Prepare for spatial data collection.	1.1. Task requirements are reviewed and ***spatial data*** collection is planned in consultation with ***appropriate persons***.

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		1.2. GNSS equipment is selected and checked according to task requirements.
2.	Use GNSS equipment to collect data.	2.1. Site conditions are checked to identify factors that could obstruct or interfere with GNSS operation and impact on accuracy of data.
		2.2. Conditions for obtaining optimum GNSS positions are determined and basic methods to improve accuracy of GNSS point positioning are applied.
		2.3. GNSS equipment is set up and operated according to organisational requirements.
		2.4. Point positional data is collected, validated and recorded according to task specifications and organisational requirements.
		2.5. Checked data is collected according to organisational requirements.
3.	Finalise spatial data collection.	3.1. Data is downloaded and verified, and additional data gathered where required according to organisational requirements.
		3.2. Data is processed, and reports and documentation are completed according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• perform surveying calculations relating to height, distances, angles and coordinates • set required datum and map projection and other parameters in equipment.
Oral communication	• ask questions to clarify task requirements.

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skills to:

Reading skills to:	• interpret equipment software menus and configurations • interpret three-dimensional (3-D) information.
Writing skills to:	• compile a short report of data collection task • record data legibly by hand.
Technology skills to:	• use GNSS software to communicate with GNSS receivers.
Problem-solving skills to:	• recognise and address possible anomalies in collected data.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Spatial data must include:	• features and their attributes • horizontal position in latitude and longitude, easting and northing • vertical height.
Appropriate persons must include at least one of the following:	• experienced colleague • qualified surveyor • supervisor or line manager.

Unit Mapping Information

CPPSIS4025A Collect basic GNSS data

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS4025 Collect spatial data using GNSS

Modification History

Release 1.

Replaces superseded equivalent CPPSIS4025A Collect basic GNSS data.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also collect spatial data using global navigation satellite systems (GNSS) for two different tasks in consultation with colleagues.

While collecting the above spatial data, the person must:

- collect point positional data and attributes to surveying accuracies for the task, both by single point positioning and differential techniques for designated datum and map projection
- communicate clearly with others to clarify data collection tasks and report task information
- comply with organisational and legislative requirements for identifying hazards and working safely
- operate the equipment specified in the assessment conditions, and comply with industry and organisational methods for data collection
- plan work tasks to take into account factors that affect accuracy of data collection using GNSS
- spatially view collected positional data, and non-spatially view collected attributes
- verify accuracy of a sample of collected points by recollecting points or other suitable method.

Knowledge Evidence

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

- difference in heights and height datums between GNSS heights and heights on Australian Height Datum
- factors that affect accuracy of data collection by GNSS
- methods for checking accuracy of data collected

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- purpose of and methods for setting designated datum and map projection
- typical accuracies obtainable with different GNSS techniques.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - GNSS equipment and any associated software
- specifications:
  - job specifications and plans
  - organisational policies and procedures relating to work health and safety
- relationships with team members and supervisor:
  - working in a team.

Timeframe:

- as specified by task and organisational requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS4026 Digitally enhance and process image data

Modification History

Release 1.

Replaces superseded non-equivalent CPPSIS4026A Read and interpret image data.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to enhance and process image data using digital techniques. The unit covers using remote sensing software to manipulate, enhance, classify and process data to reveal geographic patterns and relationships and improve resolution. Image data can be digital, multispectral scanner, or radar. Platforms can be aircraft, unmanned aerial vehicles or satellites at low to high altitudes. The unit requires assessing the survey area and project specifications to determine the types and possible sources of image data to meet requirements.

The unit supports those who work in a spatial information services team in support positions, such as image analyst, geographic information system (GIS) analyst, GIS officer, or cartographer.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Identify image data.	1.1. Project specifications, survey area and types of image data requirements are determined in consultation with ***appropriate persons.***
		1.2. Possible sources of image data are identified to meet project specifications.
		1.3. Constraints of different types and formats of image data are identified in relation to project specifications.
2.	Process image data.	2.1. Image data is accessed and analysed using digital techniques to clarify features and properties according to project specifications.
		2.2. Ground control targets for photogrammetric mapping are checked to enhance image data.
		2.3. Image data is processed, analysed and classified according to organisational procedures to achieve project specifications.
3.	Finalise digital image enhancement tasks.	3.1. Data image problems are identified and resolved using enhancement techniques according to organisational requirements.
		3.2. Information from data images is used to meet project specifications, and documentation is completed according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Learning skills to:	• conduct research to identify image data sources.
Numeracy skills to:	• calculate scale of image data

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	• solve problems relating to area, height, depth, dimension, direction and position in actual operational activity and virtual representation.
Oral communication skills to:	• ask questions to clarify data image requirements.
Reading skills to:	• interpret graphical and technical information, including shapes and patterns within digital images.
Writing skills to:	• record clear and accurate measurements and computations.
Technology skills to:	• use a computer and software to manipulate and enhance image resolution.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least one of the following:	• client • experienced colleague • supervisor or line manager.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS4026 Digitally enhance and process image data

Modification History

Release 1.

Replaces superseded non-equivalent CPPSIS4026A Read and interpret image data.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also use remote sensing applications to digitally enhance, process and classify two of the following types of image data for two different projects:

- digital aerial photographs
- digital terrestrial images
- images from an unmanned aerial vehicle
- light detection and ranging (LiDAR)
- satellite images.

One of the above projects must have a built environment focus, and the other a natural environment focus.

While digitally enhancing and processing the above image data, the person must:

- analyse project specifications to clarify types of image data required and to identify possible sources of suitable image data
- apply ground controls to aerial photographs
- calculate information in digital and hard copy image data to measure and identify scale
- communicate clearly with others to clarify and discuss work tasks
- comply with industry-accepted standards for processing remotely sensed data
- comply with legislative and organisational requirements relating to data privacy and information copyright
- comply with organisational requirements relating to health and safety when using screen-based equipment, and completing records and documentation
- georeference images
- identify and resolve constraints and problems relating to image data
- identify ground controls, including targets for horizontal and vertical control

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- use software applications to access, analyse and enhance image data.

Knowledge Evidence

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

- basic properties and characteristics of image data used in spatial applications
- key features of spectral signatures, discriminant functions, supervised and unsupervised clustering, and ground trothing
- organisational policies and guidelines relating to equipment use, health and safety, and accessing and formatting image data and copyright
- photogrammetric control requirements relating to three-dimensional (3-D) model image data
- possible sources of image data
- set-out and format requirements for image data
- techniques for enhancing image resolution, including basic interpolation.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer and software with image enhancement functionality
- specifications:
  - task specifications
  - organisational policies and procedures relating to:
    - work health and safety
    - data privacy and information copyright
- physical conditions:
  - access to equipped workstation
- relationships with team members and supervisor:
  - working in a team.

Timeframe:

- as specified by project requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS4027 Organise surveying field services

Modification History

Release 1.

Replaces superseded equivalent CPPSIS4027A Organise field services.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to organise surveying field services. The unit covers planning field activities to allow for contingencies and risks, and allocating resources. The unit also covers conducting organised field service tasks relating to measuring and marking surface positions, and documenting and reporting project results. It requires some client consultation.

The unit supports those who work in support positions for surveying, cartography, mapping and geographic information systems (GIS).

Licensing, legislative, regulatory or certification requirements concerning the use of vehicles apply to this unit in most States. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Plan surveying	1.1. Job specifications and principal work activities are

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	field services.	identified and clarified with ***appropriate persons***.
		1.2. Field services are planned to include objectives, spatial data specifications, required resources, constraints, and health and safety requirements.
		1.3. Plans and other relevant information are analysed to determine the location of services and site references.
		1.4. Risks and contingencies are identified and risk control measures incorporated into field services plan according to organisational requirements.
		1.5. Tools, equipment and supplies are selected and prepared to meet job requirements.
		1.6. Work is allocated to appropriate persons, and checks and measures are implemented to ensure work is completed within time available.
2.	Conduct field service tasks.	2.1. Field service tasks are carried out according to job specifications.
		2.2. Surface positions are determined and marked according to site drawings and organisational requirements.
3.	Complete field service tasks.	3.1. Site is restored as near as practicable to original condition, and waste is disposed of according to organisational requirements.
		3.2. Tools and equipment are cleaned and stored in a secure location according to organisational requirements.
		3.3. Documentation is completed accurately and promptly and checked against job specifications.
		3.4. Job completion is reported to appropriate persons according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

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Skill	Performance feature
Planning and organising skills to:	• prioritise activities to meet work requirements and immediate field needs.
Numeracy skills to:	• calculate time and resources to allocate to field services.
Oral communication skills to:	• ask questions to identify and clarify client requirements • impart knowledge and ideas to meet client needs.
Reading skills to:	• interpret technical information in manufacturer specifications.
Writing skills to:	• complete field records • prepare clear and accurate technical reports that can be interpreted by a third party.
Technology skills to:	• use a computer and software to prepare reports.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least one of the following:	• client • experienced colleague • supervisor or line manager • supplier.

Unit Mapping Information

CPPSIS4027A Organise field services

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS4027 Organise surveying field services

Modification History

Release 1.

Replaces superseded equivalent CPPSIS4027A Organise field services.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also organise surveying field services for two different projects in consultation with colleagues.

While organising the above field services, the person must:

- review job specifications and objectives to determine resource allocations in consultation with others
- plan field services to allow for contingencies, such as inclement weather
- organise a small work team to provide field services
- conduct a range of field service tasks and assist in restoring the work site on completion
- determine and mark surface positions based on information in site drawings and references
- communicate clearly with others to clarify and report project information
- comply with organisational requirements when using and storing the equipment specified in the assessment conditions, and completing records and documentation
- comply with health and safety requirements to:
  - identify potential hazards and apply risk control measures
  - inspect equipment to ensure it is in safe working order.

Knowledge Evidence

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

- basic techniques for planning field services and organising a small work team
- industry requirements and standards for determining and marking surface positions
- organisational requirements relating to resource allocation, equipment use, and health and safety when working in the field

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- types and uses of spatial data obtained from:
  - global navigation satellite system (GNSS)
  - level
  - total station
- ways to minimise environmental impact from field activities.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - data measuring and recording equipment
  - communications equipment
  - computer and relevant software
  - safety equipment, including personal protective equipment (PPE) for field work
  - vehicle as required
- specifications:
  - organisational policies, procedures and documentation relating to work health and safety
  - maps and site drawings
- relationships with team members and supervisor:
  - work in a team
- relationships with client:
  - client consultation required.

Timeframe:

- as specified by project requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS4030 Operate surveying equipment

Modification History

Release 1.

Replaces superseded equivalent CPPSIS4030A Operate surveying equipment.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to operate a range of surveying equipment for data capture or spatial data set-out. The unit covers selecting, setting up and using surveying equipment to perform basic measurements; and recording and calculating horizontal and vertical information. This includes validating and checking data accuracy and performing basic data reductions and manipulation using software. The unit requires the ability to check and adjust equipment to achieve task requirements, and to identify and report faults or problems. It also requires the ability to plan and execute work tasks in consultation with team members, and complete records and documentation.

The unit supports those who work in a surveying team in support positions relating to field data collection.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Plan surveying tasks.	1.1. Task requirements and principal work activities are identified and clarified with ***appropriate persons***.
		1.2. Design information is reviewed to identify components to be measured in consultation with appropriate persons.
		1.3. Surveying equipment is selected to meet task requirements, and set up according to manufacturer specifications.
		1.4. Hazards are identified and risks managed, and problems are reported according to organisational requirements.
2.	Execute surveying tasks.	2.1. Equipment is operated and adjusted as required to measure identified survey components according to task and organisational requirements.
		2.2. Measured surveying data is reduced for comparison with design and manipulated to meet task and organisational requirements.
		2.3. Data is checked against task requirements, and errors are identified and resolved in consultation with appropriate persons.
		2.4. Measurements are validated and recorded according to industry-accepted standards and organisational requirements.
		2.5. Team activities are performed according to task and organisational requirements.
3.	Finalise surveying tasks.	3.1. Surveying task is finalised and data processed according to task and organisational requirements.
		3.2. Documentation is completed and data stored according to organisational requirements.
		3.3. Equipment is checked, and faults and problems are reported according to manufacturer and organisational requirements.
		3.4. Equipment is packed up and stored according to manufacturer and organisational requirements.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• record and interpret statistics • solve basic problems relating to height, depth, dimension, direction and position.
Oral communication skills to:	• ask questions to clarify task requirements.
Reading skills to:	• interpret technical and diagrammatic information in task specifications and designs.
Writing skills to:	• record clear and accurate measurements, computations and field checks.
Technology skills to:	• operate equipment and software to manipulate basic spatial data.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least one of the following:	• experienced site personnel • qualified surveyor • supervisor or line manager.

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Unit Mapping Information

CPPSIS4030A Operate surveying equipment

Links

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Assessment Requirements for CPPSIS4030 Operate surveying equipment

Modification History

Release 1.

Replaces superseded equivalent CPPSIS4030A Operate surveying equipment.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also operate the following surveying equipment for spatial data capture or data set-out for two different surveying tasks:

- hand-held global positioning system (GPS) in single point positioning mode for:
  - determining point position
  - navigating and recording a traverse
  - collecting designated attributes for designated features
- automatic, digital or laser level
- total station.

In addition, while capturing or setting out surveying data for the above surveying tasks, the person must use two of the following pieces of surveying equipment:

- compass
- clinometer
- data recording equipment
- digital or hard copy map or image
- distance measuring wheel
- hand-held laser measuring device
- tape.

While capturing or setting out the above spatial data, the person must:

- plan work activities to meet design and task specifications
- communicate clearly with others to clarify work tasks and report problems and errors relating to data or equipment
- accurately perform the following:

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    - checks to validate measurements and identify potential faults and problems with equipment
    - data manipulations and reductions
    - measurements and computations that meet industry-accepted standards for accuracy, including calculating horizontal and vertical information
- comply with organisational, legislative and manufacturer requirements in order to work safely, including:
    - using personal protective equipment (PPE)
    - complying with relevant safe work method statements (SWMS)
    - identifying and managing hazards and risks
- cooperate with team members to operate equipment
- follow manufacturer specifications and standard operating procedures to correctly set up, operate, pack up and store surveying equipment and tools
- use organisational proformas to accurately record measurements and data.

Knowledge Evidence

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

- accepted organisational standards for recording metadata
- attributes associated with a spatial dataset
- key features of spatial reference systems
- limitations of the surveying equipment specified in the performance evidence
- methods for downloading spatial data collected using the surveying equipment specified in the performance evidence
- methods for setting up, levelling, calibrating and using the surveying equipment specified in the performance evidence
- organisational policies and procedures relating to surveying data collection and set-out, and storage and retrieval of collected data
- organisational procedures for hazard reporting, and equipment use and maintenance
- surveying data acquisition methodologies using equipment specified in the performance evidence.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
    - as specified in the performance evidence
- specifications:
    - equipment operating manuals
    - standard operating procedures and documentation relating to work tasks
- relationships with team members and supervisor:
    - working in a team.

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Timeframe:

- as specified by task and organisational requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS4031 Perform surveying computations

Modification History

Release 1.

This version first released with CPP Property Services Training Package Version 3.

Replaces superseded equivalent CPPSIS4031A Perform surveying computations.

Application

This unit of competency specifies the outcomes required to perform surveying computations in a plane coordinate system. Computations involve simple and complex figures with regular and irregular sides, and computations for traverses, angles, bearings, coordinates, perimeter and area. Computations include simple horizontal curves and horizontal set-out data for curves. Specialised software applications are routinely used.

The unit supports those who work in support positions in a surveying team to conduct surveying and mapping tasks.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Prepare for surveying	1.1. Task requirements are identified in consultation with ***appropriate persons***.

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	computations.	1.2.	Computational methods are identified according to industry and organisational procedures.
		1.3.	Computational equipment is selected according to task and organisational requirements.
2.	Execute computation tasks.	2.1.	Computations are performed on coordinates of a simple closed traverse using computational equipment, and missing elements and coordinates are adjusted and computed.
		2.2.	Traverse information is reduced and adjustments are performed according to industry-accepted standards and task requirements.
		2.3.	Computations are performed on all elements of simple circular curves, and missing elements are solved according to standards and organisational requirements.
3.	Finalise computation tasks.	3.1.	Data and computations are checked to ensure accuracy according to standards and task requirements.
		3.2.	Computations are finalised and recorded according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• apply the principles of algebra, geometry and trigonometry to the plane geometry and measuring figures with regular and irregular sides.
Oral communication skills to:	• ask questions to clarify task requirements and computational formulas • discuss solutions to computational problems.

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Reading skills to:	• interpret computational data provided in diagrammatic form • interpret written computational tasks.
Writing skills to:	• record computations and results using industry-accepted templates and formats.
Problem-solving skills to:	• identify errors in computational results by applying rigorous checking procedures.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least one of the following:	• client • experienced surveying colleague • qualified surveyor • supervisor or line manager.

Unit Mapping Information

CPPSIS4031A Perform surveying computations

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS4031 Perform surveying computations

Modification History

Release 1.

This version first released with CPP Property Services Training Package Version 3.

Replaces superseded equivalent CPPSIS4031A Perform surveying computations.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also accurately perform the following computations for two different surveying tasks:

- calculate areas from bearings and distances or coordinates
- calculate angles, distances, perimeter and area for simple and complex figures
- set out data for simple horizontal curves
- calculate surveying data required to set out the position of curves and structures
- traverse calculations in east, north, misclose and adjustment calculations, and calculations based on adjusted coordinates
- traverse types, include opening and closing on same point and different points of known coordinates.

While performing the above surveying computations, the person must:

- communicate clearly with others to clarify work tasks and computational results
- comply with organisational requirements and industry-accepted standards for:
  - systematically and legibly laying out computations
  - completing records and documentation
- examine the computational results and verify the accuracy of results.

Knowledge Evidence

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

- common computational terms used in surveying
- industry-accepted methods for performing surveying computations in a plane coordinate system
- methods for checking accuracy of computations to identify errors and solve problems

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- methods for computing basic traverse data
- organisational procedures for completing surveying records and documentation.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - scientific or programmable calculator or a software application that includes surveying calculations
- specifications:
  - task specifications
  - organisational policies, procedures and documentation relating to work tasks
- relationships with team members and supervisor:
  - working in a team.

Timeframe:

- as specified by the task and organisational requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS4032 Conduct field surveying operations

Modification History

Release 1.

Replaces superseded equivalent CPPSIS4032A Plan and conduct survey expeditions.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to plan and conduct field surveying operations, which may include working in isolated or remote areas. The unit covers planning and preparing operations to ensure adequate equipment and supplies and to meet work health and safety requirements. The unit also requires completing documentation and cleaning, checking, maintaining and storing equipment after the field operation is completed. The unit requires knowledge of emergency procedures.

The unit supports those who work in support positions in a surveying team.

Licensing, legislative, regulatory or certification requirements concerning the use of vehicles apply to this unit in most States. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Plan field	1.1. Field surveying objectives, principal work activities and

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	surveying operation.		site location are identified in consultation with ***appropriate persons***.
		1.2.	Logistical considerations are planned according to location, duration and size of field trip, and resupply requirements.
		1.3.	Maps, photographs and other available data are used in planning activities.
		1.4.	Equipment and supplies are selected and prepared according to field surveying objectives, and health and safety requirements.
2.	Carry out field surveying activities.	2.1.	Vehicles are prepared and equipment and supplies loaded and secured according to organisational requirements.
		2.2.	Surveying field site is located, prepared and maintained according to organisational requirements.
		2.3.	Surveying activities are conducted according to operation objectives and timeframes, and health and safety requirements.
		2.4.	Contingency procedures are implemented in the event of emergencies and unforeseen hazards according to organisational requirements.
		2.5.	Environmental impact from field activities is minimised and waste disposed of according to organisational requirements.
3.	Finalise field surveying operation.	3.1.	Equipment is unloaded, cleaned and stored according to organisational requirements.
		3.2.	Equipment is checked and necessary repairs organised and reported according to organisational requirements.
		3.3.	Required documentation is completed according to organisational requirements.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Planning and organising skills to:	• prioritise work activities to meet field operation timeframes.
Numeracy skills to:	• calculate supply requirements relative to location, duration and size of field operation.
Oral communication skills to:	• ask questions to elicit details of field surveying requirements • relay accurate information to emergency services personnel.
Reading skills to:	• interpret graphical information in maps and photographs.
Writing skills to:	• complete planning documents and proformas.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least one of the following:	• experienced colleague • qualified surveyor • supervisor or line manager.

Unit Mapping Information

CPPSIS4032A Plan and conduct survey expeditions

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS4032 Conduct field surveying operations

Modification History

Release 1.

Replaces superseded equivalent CPPSIS4032A Plan and conduct survey expeditions.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also:

- plan two field surveying operations
- carry out field service tasks during one of the above planned operations.

While planning and conducting the above field surveying operations, the person must:

- assess field operation objectives to identify equipment and supply requirements
- comply with health and safety requirements when carrying out field service tasks by:
  - following procedures in the event of an emergency
  - identifying potential hazards and applying risk management strategies
  - inspecting equipment to ensure it is in safe working order
- comply with legislation and regulations when disposing of waste, and if using vehicles
- comply with organisational requirements when using and storing equipment and resources, and completing records and documentation
- monitor surveying activities to ensure planned schedules and objectives are met
- plan for logistical considerations to:
  - allow for contingencies in the event of adverse weather conditions and emergencies
  - arrange an appropriate method of communication and transport to and from the site
  - arrange appropriate amounts of equipment and supplies
  - locate an appropriate field site
- select and use the tools and equipment specified in the assessment conditions, to conduct field operation activities.

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Knowledge Evidence

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

- emergency procedures, particularly survival procedures when working in remote and isolated areas
- methods of communication in an emergency situation, including procedures for using distress beacons
- organisational procedures for using equipment and instruments when carrying out surveying field service tasks
- procedures for communicating with emergency services personnel
- procedures for minimising the impact on the environment from field work activities
- requirements for survival kits
- project management techniques and their application to field surveying work.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - communications equipment appropriate to field site location
  - emergency and personal protective equipment (PPE) appropriate to the operation
  - surveying equipment and instruments, including scanning total station
  - vehicle
- specifications:
  - maps and other spatial and navigational data appropriate to field trip
  - organisational policies and procedures relating to:
    - work health and safety
    - protecting the environment
  - surveying data specifications
- relationships with team members and supervisor:
  - working in a team.

Timeframe:

- as specified by field operation requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS4034 Maintain spatial data

Modification History

Release 1.

Replaces superseded equivalent CPPSIS4034A Maintain spatial data.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to implement a full cycle of spatial data maintenance, including updating, backup, recovery and archiving. The unit covers editing, updating and integrating existing and new spatial data, and problem solving to test and validate data currency and retrieval and backup systems. The unit requires the ability to use computers and software to display and manipulate data and create metadata. It also covers recording information and completing documentation.

The unit supports those who work in support positions in a spatial information services team in areas such as field work coordination, data collection and administration.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Confirm reliability	1.1. Task requirements are clarified with ***appropriate***

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	of spatial data.		***persons***.
		1.2.	Equipment is selected, set up and checked to ensure correct operation and functionality.
		1.3.	Spatial data updates are accessed and checked to confirm currency and relevance, and recorded in consultation with appropriate persons.
		1.4.	Spatial data is checked and edited to ensure it is compatible and in acceptable format according to task specifications.
		1.5.	Entities and attributes are used to display spatial information while maintaining integrity and consistency of data.
2.	Edit and update spatial data.	2.1.	Spatial data is amended and replaced to meet task requirements in consultation with appropriate persons.
		2.2.	Existing and new data is edited, prepared and integrated according to task requirements.
		2.3.	Spatial datasets are tested and validated to ensure integrity and quality according to task requirements.
		2.4.	Documentation is amended and updated according to organisational requirements.
3.	Carry out data backup and recovery.	3.1.	Data backups are implemented to ensure data is accessible in contingency situations according to organisational requirements.
		3.2.	Backup system is tested to ensure that data can be retrieved, and problems are resolved in consultation with appropriate persons.
4.	Archive data.	4.1.	Spatial dataset to be archived is checked for completeness and manipulated where necessary, in consultation with appropriate persons.
		4.2.	***Metadata*** is created according to organisational requirements.

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4.3. Archived spatial data is stored in a secure location, and details are recorded according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• conduct research to source spatial data.
Numeracy skills to:	• interpret and compare data version information.
Oral communication skills to:	• ask questions to clarify process and instructions.
Reading skills to:	• interpret graphical and technical information from maps and imagery.
Technology skills to:	• enter data into a database or document using a computer and software.
Problem-solving skills to:	• verify accuracy of data and identify errors.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons	• end user

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must include at least one of the following:	• supervisor or line manager • technical staff.
Metadata must include at least four of the following:	• availability • conditions of use • coordinate system • currency • custodian • data accuracy • data description • date of acquisition • licence • quality • source • spatial data acquisition methodologies • version control.

Unit Mapping Information

CPPSIS4034A Maintain spatial data

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS4034 Maintain spatial data

Modification History

Release 1.

Replaces superseded equivalent CPPSIS4034A Maintain spatial data.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also work under direction to implement the full cycle of spatial data maintenance for two different tasks, including updating, backup, recovery and archiving of data.

While maintaining the above spatial data, the person must:

- comply with administrative and legal requirements for storing and retrieving spatial data, including data privacy and information copyright
- comply with organisational requirements and manufacturer specifications when using the equipment specified in the assessment conditions
- comply with organisational requirements for recording data, completing documentation, and working safely when using screen-based equipment
- display spatial information using vector and raster data, including:
  - arcs
  - circles
  - colour
  - hatch
  - imagery
  - layer
  - level
  - lines, including type and width
  - text
- manage and manipulate a range of spatial data, including:
  - hard copy
  - text
  - raster
  - vector.

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Knowledge Evidence

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

- administrative and legal requirements for accessing, storing, retrieving and archiving digital and hard copy spatial data, including data privacy and information copyright
- methods for validating test results to identify systematic distortions
- querying and browsing techniques for obtaining information from databases
- key features of spatial reference systems
- types of spatial data formats
- types of storage media for a range of spatial data.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - data storage media, including hard copy and digital
  - computer with software appropriate for spatial data management and retrieval
  - printer
- specifications:
  - organisational policies and procedures relating to:
    - work health and safety
    - data privacy and information copyright
- physical conditions:
  - access to equipped work station
- relationships with team members and supervisor:
  - working in a team.

Timeframe:

- as specified by task and organisational requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS4035 Apply GIS software to solve spatial data problems

Modification History

Release 1.

Replaces superseded equivalent CPPSIS4035A Apply GIS software to problem-solving techniques.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to use geographic information system (GIS) software applications to integrate data and solve spatial data problems. The unit covers setting up hardware and GIS software applications and using features, such as spatial overlay techniques, to solve problems and test and validate the cartographic integrity of data. The unit also covers producing reports based on analysing basic spatial data and archiving the data. The unit requires the ability to use entity and attribute queries to generate results for presenting spatial data, and using univariate statistics to explore datasets.

The unit supports those who work in support positions in a spatial information services team in areas such as field work coordination, data collection and administration.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Query spatial data.	1.1.	Task requirements are clarified with ***appropriate persons***.
		1.2.	GIS software and equipment are set up and checked to ensure correct operation and functionality.
		1.3.	Spatial datasets are accessed, interpreted and manipulated to ensure they are in acceptable format to meet task requirements.
		1.4.	Entities and attributes are used to display spatial information, and entity and attribute queries are used to generate summary results.
		1.5.	Query results are used to present spatial data graphically according to organisational requirements.
		1.6.	Entity and attribute queries are applied when using univariate statistics to explore the dataset.
		1.7.	Routine spatial data problems or irregularities are identified and resolved in consultation with appropriate persons.
2.	Solve spatial data problems.	2.1.	Existing spatial and aspatial data is adjusted to integrate with new data according to organisational requirements.
		2.2.	Spatial techniques and tools are used to combine spatial layers data to solve problems, highlight selected features, and improve visual aspects.
		2.3.	Spatial overlay techniques are used to solve problems and generate results relating to spatial task in consultation with appropriate persons.
		2.4.	Cartographic integrity is tested and validated to solve accuracy and quality problems.
3.	Produce reports based on basic spatial data analysis.	3.1.	Map or plans are integrated into reports according to task requirements.
		3.2.	Results, summary statistics and graphs from mapping application are incorporated into reports according to organisational requirements.

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4.	Archive data.	4.1. Spatial dataset to be archived is checked for completeness and manipulated where necessary, according to organisational requirements.
		4.2. ***Metadata*** is created according to organisational requirements.
		4.3. Archived spatial data is stored in a secure location, and details are recorded according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• conduct research to access spatial updates.
Numeracy skills to:	• apply understanding of height, depth, breadth, dimension and position to actual operational activity and virtual representation • check accuracy of cartographic tolerances and measurements • interpret statistics.
Oral communication skills to:	• ask questions to clarify task requirements.
Reading skills to:	• interpret graphical information in vectors and rasters • interpret technical information from maps and imagery.
Writing skills to:	• use organisational templates to integrate existing and new data.
Technology skills to:	• enter data into database or document using a computer and software • operate a range of GIS software systems.

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Problem-solving skills to:	• identify errors by cross-referencing validation results.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least two of the following:	• colleague • end user • supervisor or line manager • supplier.
Metadata must include at least four of the following:	• availability • conditions of use • coordinate system • currency • custodian • data accuracy • data description • date of acquisition • licence • quality • source • spatial data acquisition methodologies • version control.

Unit Mapping Information

CPPSIS4035A Apply GIS software to problem-solving techniques

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS4035 Apply GIS software to solve spatial data problems

Modification History

Release 1.

Replaces superseded equivalent CPPSIS4035A Apply GIS software to problem-solving techniques.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also use geographic information system (GIS) software applications to integrate data and solve spatial data problems for two different tasks.

While undertaking the above tasks, the person must:

- combine spatial layers data, including:
  - raster, including aerial and terrestrial photography and satellite imagery in digital format
  - vector overlay
- comply with organisational requirements for documentation and reporting relating to:
  - audit trails
  - naming standards
  - templates
  - version control
- comply with organisational requirements to work safely when using the equipment specified in the assessment conditions
- comply with legal and ethical requirements for producing reports based on spatial data analysis
- display spatial information using entities and attributes, including:
  - arcs
  - circles
  - colour
  - hatch
  - layer
  - level

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  - lines, including type and width
  - symbology
  - text
- manage and manipulate a range of spatial data, including:
  - digital
  - hard copy
  - image
  - text
  - raster
  - vector
- operate a range of GIS software to perform entity and attribute queries and explore datasets
- use geospatial techniques, including:
  - buffer
  - clip
  - dissolve
  - intersect
  - merge union
  - overlay.

Knowledge Evidence

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

- legal requirements for accessing, manipulating, reporting and archiving digital and hard copy spatial data, including data privacy and information copyright
- methods for using univariate statistics and charting, including:
  - arithmetic mean, median and mode
  - histograms that illustrate the concepts of normal and other distributions
  - maximum and minimum
  - range
  - standard deviation
  - variance
- methods for validating test results to identify systematic distortions in accuracy of information
- printing and image formats for map production
- querying and browsing techniques for obtaining information from databases and solving problems
- spatial data storage technology
- spatial overlay techniques
- key features of spatial reference systems.

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Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer with access to GIS software applications
  - printer and other hardware necessary for work tasks
- specifications:
  - organisational policies and procedures relating to:
    - work health and safety
    - data privacy and information copyright
- physical conditions:
  - access to equipped work station
- relationships with team members and supervisor:
  - working in a team.

Timeframe:

- as specified by task and organisational requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS4036 Operate spatial software applications

Modification History

Release 1.

Replaces superseded equivalent CPPSIS4036A Operate spatial software applications.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to operate spatial software applications to produce, name and store spatial documents. The unit covers planning work tasks and selecting suitable software and equipment to meet task requirements. The unit requires the ability to use a computer and the features, tools and functions of different software applications to present, calculate and check spatial information.

The unit supports those who work as part of a surveying and spatial information services team in a range of support positions.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Plan spatial	1.1. Task objectives and audience and presentation requirements are identified and reviewed in consultation

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	operation.		with ***appropriate persons***.
		1.2.	Appropriate ***software application*** and equipment are selected to meet task and organisational requirements.
		1.3.	Equipment and software are set up and checked to ensure correct operation and functionality.
2.	Carry out spatial operation.	2.1.	Work methodology and spatial data are selected and applied according to software application and task objectives and requirements.
		2.2.	Software application is operated to produce spatial documents according to task requirements.
		2.3.	Control structures are applied according to organisational requirements.
		2.4.	Technical functions and tools are used to edit, format and complete documents according to task requirements.
3.	Finalise spatial operation.	3.1.	Spatial documents are checked and finalised using software functions according to task requirements.
		3.2.	Spatial documents are named and stored in directories and folders according to organisational requirements.
		3.3.	Documentation is completed according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Initiative and enterprise skills to:	• design spatial document presentation and layout.
Learning skills to:	• conduct research to source spatial data for inclusion in documents.

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Numeracy skills to:	• undertake computations using basic formulas in software. •
Oral communication skills to:	• ask questions to clarify software application requirements.
Reading skills to:	• interpret technical commands and prompts in software applications.
Writing skills to:	• record clear and accurate measurements and computations.
Technology skills to:	• use a computer and software features, tools and functions to produce, name and store spatial documents • operate hardware, including computers and printers.
Problem-solving skills to:	• verify accuracy of document content using formulas • use online help function to assist software operation.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least one of the following:	• client • colleague • supervisor or line manager.
Software application must include at least one of the following:	• database • spreadsheet • word processing.

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Unit Mapping Information

CPPSIS4036A Operate spatial software applications

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS4036 Operate spatial software applications

Modification History

Release 1.

Replaces superseded equivalent CPPSIS4036A Operate spatial software applications.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also operate two different types of spatial software applications to produce spatial documents.

While operating the above spatial software applications, the person must:

- plan work tasks to select and access software, equipment and resources to meet spatial task objectives
- communicate clearly with others to clarify task requirements and required document content
- use a computer and spatial software applications to prepare spatial documents
- apply control structures, including:
  - acceptance criteria
  - inspection
  - review
  - test plans
- apply different spatial software applications to use the following tools and features:
  - alignment
  - clip art
  - comments
  - digital photographs
  - digital signatures
  - display features
  - embedding
  - exporting
  - fields

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  - fills and shading
  - formulas
  - importing
  - lines and borders
  - linking
  - merging and splitting cells
  - page and section breaks
  - permissions
  - reviewing
  - sharing
  - sort criteria
  - spell check
  - table of contents
  - templates
  - text direction
  - versioning
- identify and resolve problems with spatial data and documents
- comply with organisational requirements relating to:
  - completing records and documentation
  - file naming and storing conventions
  - health and safety when using screen-based equipment
  - privacy of information.

Knowledge Evidence

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

- features, tools and functions of different commercial software applications used to prepare and present spatial information
- organisational conventions for naming and storing spatial documents
- organisational policies and procedures relating to:
  - data privacy and information copyright
  - using equipment safely
  - using spatial software applications and input and output devices
- presentation and format requirements for spatial documents
- technical terminology relating to online help files and functions.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - personal computer and keyboard

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- printer
- specifications:
  - organisational policies and procedures relating to:
    - work health and safety
    - data privacy and information copyright
  - spatial task specifications
- physical conditions:
  - access to equipped work station
- relationships with team members and supervisor:
  - working in a team.

Timeframe:

- as specified by task and organisational requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS4037 Produce computer-aided drawings

Modification History

Release 1.

Replaces superseded equivalent CPPSIS4037A Produce computer-aided drawings.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to use appropriate software program functions and features to produce drawings for spatial tasks. The unit covers determining task requirements, including analysing task or design specifications and client needs, and setting up hardware and software applications. It requires the ability to use software functions and features to prepare digital and paper computer-aided spatial drawings, and to test and validate the integrity of drawings.

The unit supports those who work in technical support positions in a surveying and spatial information services team, and take some responsibility for liaising with clients or end users to meet task requirements.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.

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1.	Determine drawing requirements.	1.1. Design specifications and client needs are identified and analysed to determine drawing requirements.
		1.2. ***Appropriate persons*** are consulted to clarify task specifications according to organisational requirements.
		1.3. Equipment and software are selected, set up and checked according to task specifications.
2.	Gather object parameters and measures.	2.1. Critical dimensions and data for required drawings are established and recorded.
		2.2. Quality requirements are identified and applied to design.
		2.3. Requirements in relation to accuracy and tolerances are identified according to organisational requirements.
3.	Produce spatial drawings.	3.1. ***Software functions and features*** are accessed and used according to task specifications.
		3.2. Preliminary drawings are prepared and reviewed in consultation with appropriate persons.
		3.3. Drawings are checked against task specifications and industry-accepted standards.
		3.4. Drawing integrity is checked and validated to ensure accuracy and quality.
		3.5. Adjustments to drawings are made to meet task specifications and final drawings are disseminated to appropriate persons.
		3.6. Data files are stored according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

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Skill	Performance feature
Initiative and enterprise skills to:	• create spatial data layout and design.
Planning and organising skills to:	• plan and prioritise work to meet contractual requirements.
Numeracy skills to:	• apply understanding of height, depth, dimension and position to actual operational activity and virtual representation • verify accuracy of drafting or drawing tolerances and measurements.
Oral communication skills to:	• liaise with clients and end users to identify task requirements and required drawing detail.
Reading skills to:	• interpret technical drawing standards.
Technology skills to:	• load spatial data into software applications • operate hardware, including computers and printers.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least two of the following:	• client • colleague • end user.
Software functions and features must include at least eight of the following:	• arcs • dimensions • drawing features, such as polylines and texts • drawing functions • edit functions

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- isometrics and perspectives
- methods for drawing lines
- plotting and printing
- using attributes to make a report
- view displays
- working with layers
- three-dimensional (3-D) techniques, including displaying 3-D views
- two-dimensional (2-D) coordinate plotting.

Unit Mapping Information

CPPSIS4037A Produce computer-aided drawings

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS4037 Produce computer-aided drawings

Modification History

Release 1.

Replaces superseded equivalent CPPSIS4037A Produce computer-aided drawings.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also use a range of software program functions and features to produce two different computer-aided spatial drawings that meet technical specifications.

While producing the above computer-aided spatial drawings, the person must:

- analyse the following specifications to translate requirements into design:
  - measurements and dimensions for objects and space
  - scope for making adjustments
  - technical objectives
  - timeframes for completing work tasks
  - allocated resources
  - specific client requirements
- select and use appropriate equipment and software, as specified in the assessment conditions, to produce spatial drawings
- communicate clearly with others to clarify task requirements and drawing detail
- comply with organisational requirements relating to:
  - completing records and documentation
  - data storage and privacy of information
  - health and safety when using screen-based equipment
- comply with industry-accepted drawing standards and legislation associated with the quality of computer-aided drawings, including:
  - accuracy of measurements, tolerances and information
  - complying with drawing principles, formats and standards for spatial drawings
- exercise precision and accuracy in relation to drawing production

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- import a file containing a detail survey, including feature coding and digital terrain data, and produce a drawing containing appropriate symbols and a three-dimensional (3-D) terrain model
- produce drawings using data imported from other software.

Knowledge Evidence

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

- display principles, including:
  - colour
  - composition
  - font type
  - legends
  - media
  - scale
  - size
  - text and line style
- drawing principles, capabilities and uses in relation to the surveying and spatial information services industry
- industry-accepted drawing standards and common formats, and precision and accuracy requirements for preparing computer-aided drawings
- methods for validating drawings to identify errors
- spatial data storage technology.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - personal computer, including appropriate drawing software and software appropriate for accessing and storing spatial data
  - hardware, including printer, plotter and multimedia devices and peripherals
- specifications:
  - task and design specifications
  - organisational policies and procedures relating to:
    - work health and safety
    - data privacy and information copyright
- physical conditions:
  - access to equipped work station
- relationships with team members and supervisor:
  - working in a team
- relationships with client:

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- client consultation required.

Timeframe:

- as specified by task and client requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS4038 Prepare and present GIS data

Modification History

Release 1.

Replaces superseded equivalent CPPSIS4038A Prepare and present GIS data.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to prepare and present a range of geographic information system (GIS) data using various media. The unit covers consulting and assessing to identify display specifications, and selecting and applying appropriate data formats and presentation media. The unit also covers gathering feedback as the basis for implementing quality improvements. It requires the ability to translate client requirements into an appropriate design and layout, and to adhere to copyright requirements and drawing standards to ensure quality of output.

The unit supports those who work in technical support positions in a surveying and spatial information services team.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.

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1.	Prepare for display of GIS data.	1.1.	Display specifications are determined in consultation with ***appropriate persons***.
		1.2.	Extent, content and intended use of output are assessed, and display format and medium are selected according to organisational requirements.
		1.3.	Hardware, software and other equipment are set up and checked to ensure correct operation and functionality, and that compliance requirements are met.
2.	Format GIS data.	2.1.	Spatial datasets are accessed and compiled to meet display specifications.
		2.2.	Data formats are transformed to meet specifications.
		2.3.	Formatted data is checked to ensure compatibility and quality according to display specifications.
3.	Display GIS data.	3.1.	Spatial data is presented according to display specifications and organisational requirements.
		3.2.	Feedback on display is obtained from appropriate persons using simple question and answer process.
		3.3.	Feedback is analysed to identify improvements, and display is rectified according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Initiative and enterprise skills to:	• translate client requirements into spatial data design and layout.
Learning skills to:	• research and source GIS data.

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Oral communication skills to:	• ask questions and listen to responses provided during the feedback process.
Reading skills to:	• interpret graphical information in GIS data.
Writing skills to:	• communicate orders for sourcing spatial data • record details of quality improvements.
Technology skills to:	• use computer and software applications to access and manipulate spatial data • use querying commands to obtain information from databases.
Problem-solving skills to:	• resolve problems in data compatibility.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least one of the following:	• client • end user • supervisor or line manager.

Unit Mapping Information

CPPSIS4038A Prepare and present GIS data

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS4038 Prepare and present GIS data

Modification History

Release 1.

Replaces superseded equivalent CPPSIS4038A Prepare and present GIS data.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also prepare and present geographic information system (GIS) data for two different projects that use different mediums.

While preparing and presenting the above GIS data, the person must:

- communicate clearly with others to negotiate client requirements, clarify work tasks, and seek feedback to improve display
- access GIS data from a range of sources
- apply data formats and media that ensure compatibility of data and comply with display specifications
- comply with administrative and legal requirements for accessing spatial data, including data privacy and information copyright
- comply with organisational requirements and manufacturer specifications when setting up and using the equipment specified in the assessment conditions
- comply with organisational requirements for:
  - health and safety when using screen-based equipment
  - recording data and completing documentation
- present GIS data that complies with quality requirements relating to:
  - accuracy
  - detail
  - format
  - information
  - meeting client requirements
  - timeframe.

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Knowledge Evidence

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

- administrative and legal requirements for accessing and presenting digital and hard copy GIS data, including data privacy and information copyright
- basic purpose and use of metadata, including:
  - availability
  - conditions of use
  - coordinate system
  - currency
  - custodian
  - data accuracy
  - data description
  - date of acquisition
  - licence
  - quality
  - source
  - spatial data acquisition methodologies
  - version control.
- GIS data formats, including:
  - databases
  - digital graphic output
  - hard copy
  - maps
  - nomenclature
  - plans and diagrams
  - spreadsheets
- display principles, including:
  - colour
  - composition
  - font type
  - legends
  - media
  - scale
  - size
  - symbology
  - text and line style
- organisational requirements for preparing and displaying GIS data, including:
  - accuracy and precision
  - Australian drawing standards.

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Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer with access to suitable software
  - hardware, including plotter or printer
  - high resolution computer screen
- specifications:
  - organisational policies and procedures relating to:
    - work health and safety
    - data privacy and information copyright
- physical conditions:
  - access to equipped work station
- relationships with team members and supervisor:
  - working in a team.

Timeframe:

- as specified by client and project requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS4039 Design and produce maps

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to apply cartographic design principles and conventions to design and produce maps and associated products for use in surveying and spatial information services applications. The unit covers activities to identify specifications and information on which to base the map design and layout, and produce a map that includes elements, features and spatial reference systems and which meets client needs. It requires using geographic information system (GIS) or map design and production software.

The unit supports those who work in support positions in a surveying and spatial information services team in areas such as surveying, cartography, mapping, town planning (land development) and GIS.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Plan map design.	1.1.	Project requirements, and ***map type*** and purpose are determined in consultation with ***appropriate persons***.
		1.2.	Information is gathered and analysed to determine geographic coverage of map area according to project requirements.
		1.3.	Required datasets are identified, sourced and assessed for suitability according to project requirements.
		1.4.	Geoprocessing workflow is planned according to project requirements.
		1.5.	Scale and map layout are designed according to project requirements.
		1.6.	Cartographic and infographic principles, standards and conventions are identified and applied according to project requirements.
		1.7.	Equipment and software are selected and operated according to organisational requirements.
2.	Produce map.	2.1.	Geoprocessing is carried out on source datasets to produce the data required for map content.
		2.2.	***Map components*** are identified and incorporated into map according to project requirements.
		2.3.	Spatial reference systems are adopted and applied to locate and align features on map according to project requirements.
		2.4.	Map is produced to meet project and organisational requirements and guidelines.
		2.5.	Accuracy of map layout and position is checked against project and organisational requirements.
3.	Finalise process.	3.1.	Map is finalised and hard copy or digital output is completed according to project requirements.
		3.2.	Documentation is completed according to organisational requirements.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• apply datums and projections to map • read data attributes and numeric datasets.
Oral communication skills to:	• ask questions to clarify map requirements.
Reading skills to:	• interpret cartographic information, including symbols, colour, images, labels and typography.
Technology skills to:	• use the functions of mapping software applications to geoprocess data.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Map type must include at least one of the following:	• cadastral map • general reference map • infographic map • special purpose map • thematic map • topographic map.
Appropriate persons must include at least two of the following:	• client • experienced colleague • qualified cartographer • supervisor or line manager.

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Map components must include:

- elevations
- spatial data features
- spatial data references.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS4039 Design and produce maps

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also design and produce two different types of maps for use in surveying and spatial information services applications.

While designing and producing the above maps, the person must:

- carry out geoprocessing on several vector datasets with attributes from sourced data in order to produce the data that comprises map content
- communicate clearly with others to clarify project requirements and required map design and detail
- comply with organisational requirements relating to:
  - records and documentation
  - health and safety when working on screen-based equipment
  - quality assurance
- exercise precision and accuracy relating to map design and layout
- incorporate appropriate marginal information, including data sources, georeferencing system, map graticule, legend and scale
- incorporate raster data
- insert content into the map frame data that shows the application of cartographic principles
- use equipment, including a computer, printer and mapping software required to produce maps.

Knowledge Evidence

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

- cartographic and infographic design principles and conventions

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- common scales used on maps
- key features of spatial reference systems
- procedures for applying datums and projections to map making
- main types of geoprocessing functions in mapping software
- map features and how they are represented
- organisational procedures for map production, reporting and equipment use
- typical characteristics and content of different types of maps, as listed in the range of conditions.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer, printer and required mapping software
- specifications:
  - project and design specifications
  - organisational policies and procedures relating to:
    - work health and safety
    - data privacy and information copyright
- physical conditions:
  - access to equipped work station
- relationships with team members and supervisor:
  - working in a team
- relationships with client:
  - client consultation required.

Timeframe:

- as specified by project requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS4040 Collect spatial data using terrestrial technologies

Modification History

Release 1.

Replaces superseded non-equivalent CPPSIS4029A Collect and set out basic surveying data.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to collect spatial data using terrestrial technologies, including total station. The unit covers planning work tasks to identify control marks, as well as equipment set-up and operation. The unit includes validating data to identify errors, and making corrections and adjustments using industry-accepted methods to achieve required accuracy range.

The unit supports those who work in support positions in a surveying and spatial information services team in areas such as surveying, town planning, cartography, mapping and geographic information systems (GIS).

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Prepare for spatial	1.1. Project specifications, information and control marks are

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	data collection.		reviewed, and surveying tasks planned in consultation with ***appropriate persons***.
		1.2.	Terrestrial technologies are selected according to project requirements.
		1.3.	Site conditions are checked to identify factors that could impact on operation of terrestrial technologies and accuracy of data.
2.	Operate terrestrial technologies.	2.1.	Equipment is set up according to manufacturer specifications.
		2.2.	Equipment is operated to collect data and attributes according to job specifications.
		2.3.	Identified survey components are measured and data is reduced according to job specifications.
		2.4.	Measurements are validated and recorded according to job specifications and data collection plan.
3.	Finalise spatial data collection.	3.1.	Data is checked and adjustments are made to identify and correct errors, and where required additional measurements are taken.
		3.2.	Data is downloaded and project documentation completed according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Numeracy skills to:	• perform surveying calculations relating to height, distances, angles and coordinates • set required datums.
Oral communication	• ask questions to clarify task requirements.

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skills to:

Reading skills to:	• interpret equipment software menus and configurations.
Writing skills to:	• record legible measurements and computations by hand.
Technology skills to:	• format data using equipment software.
Problem-solving skills to:	• identify optimum equipment positions to improve accuracy of measurements.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least one of the following:	• experienced colleague • qualified surveyor • supervisor or line manager.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS4040 Collect spatial data using terrestrial technologies

Modification History

Release 1.

Replaces superseded non-equivalent CPPSIS4029A Collect and set out basic surveying data.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also collect spatial data using terrestrial technologies for two different projects in consultation with colleagues.

While collecting the above spatial data, the person must:

- plan work tasks by checking control marks and ensuring site conditions are appropriate for surveying tasks
- use a total station to collect the spatial data and related attributes
- measure and calculate basic spatial data based on control marks and set coordinates
- communicate clearly with others to clarify and report project information
- comply with organisational and legislative requirements for:
  - identifying hazards and working safely
  - recording, storing and filing data
- comply with manufacturer specifications when using above equipment
- use industry-accepted standards and procedures for checking accuracy of spatial data.

Knowledge Evidence

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

- accuracy ranges that can be achieved using terrestrial technologies
- formats and documentation used for recording spatial data collected using terrestrial technologies
- mathematical concepts relating to algebra, trigonometry and geometry and their use in calculating basic spatial measurements
- methods for calculating spatial data and verifying its accuracy using terrestrial technologies

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- methods for downloading data collected using terrestrial technologies
- methods for setting up, levelling and calibrating equipment.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - total station
- specifications:
  - job specifications and plans
  - organisational policies and procedures relating to:
    - work health and safety
    - recording and storing spatial data
- relationships with team members and supervisor:
  - working in a team.

Timeframe:

- as specified by project requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS4041 Set out site and building works

Modification History

Release 1.

Replaces superseded non-equivalent CPPSIS4029A Collect and set out basic surveying data.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to set out spatial data for building or site works using surveying methods and equipment. The unit covers using horizontal and vertical control techniques to set out marks and lines to define the position and level of design points on site. It also covers interpreting plans and specifications in order to conduct measurements and calculations that ensure building elements are the correct size, in the correct plan position, and at the correct reduced level. The unit requires the ability to check and validate measurements and calculations against specifications, and complete set-out documentation.

The unit supports those who work under supervision in a surveying field team.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.

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1.	Prepare for set-out tasks.	1.1.	Relevant plans and specifications are accessed and interpreted to identify set-out requirements.
		1.2.	Equipment is selected and prepared according to set-out and organisational requirements.
		1.3.	Work is planned in consultation with ***appropriate persons*** to ensure correct understanding of set-out activities.
2.	Use control techniques for set-out.	2.1.	Horizontal control points are located throughout work area and coordinates are set out according to plans and specifications.
		2.2.	Design points are set out and checked to ensure correct tolerances according to specifications.
		2.3.	Control points are used and accuracy is checked according to plans and specifications.
		2.4.	Set-out pegs or markers are used to indicate base lines and offsets relative to work area.
		2.5.	Vertical control points are established to ensure design points are positioned at correct levels according to plans and specifications.
		2.6.	Offsets and profiles are put in place to define main lines of building or site works and provide vertical controls.
		2.7.	Measured surveying data is reduced and calculations are conducted according to industry-accepted standards and organisational requirements.
3.	Finalise set-out tasks.	3.1.	Measurements are checked and validated to ensure correct size, plan position, and reduced level of set-out according to plans and specifications.
		3.2.	Discrepancies between specifications and actual activities are identified and addressed or reported according to organisational requirements.
		3.3.	Set-out is finalised and documentation completed according to organisational requirements.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• perform surveying calculations relating to height, distances, angles and coordinates • set required datums and projections.
Oral communication skills to:	• ask questions to clarify task requirements.
Reading skills to:	• interpret graphical information in construction plans and drawings.
Writing skills to:	• record field notes in a format that can be interpreted by a third party.
Problem-solving skills to:	• identify and use primary and secondary controls to improve accuracy of measurements.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least one of the following:	• experienced colleague • qualified surveyor • site engineer • supervisor or line manager.

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Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS4041 Set out site and building works

Modification History

Release 1.

Replaces superseded non-equivalent CPPSIS4029A Collect and set out basic surveying data.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also set out spatial data for site or building works for two different projects as follows:

- one project is to be conducted using a total station
- one project is to be conducted using a global navigation satellite system (GNSS).

While setting out the above spatial data, the person must:

- plan work tasks by checking plans, maps, specifications and control marks
- communicate clearly with others to clarify work tasks and report project information
- set out marks and lines to define position and level of design points on site
- use horizontal and vertical control techniques to position design points and markers
- comply with organisational and legislative requirements for:
  - identifying hazards and working safely
  - recording, storing and filing spatial data
  - setting up and using surveying equipment
- comply with manufacturer specifications when using surveying equipment
- measure and calculate spatial data within industry-accepted tolerances for accuracy.

Knowledge Evidence

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

- mathematical concepts relating to algebra, trigonometry and geometry and their use in calculating spatial measurements
- methods for performing the following:
  - calculating surveying data and verifying its accuracy using primary and secondary controls

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    - establishing a control network that meets specified tolerances
    - recording spatial data relating to set-out
    - setting up, levelling and calibrating equipment used to set out spatial data
- purpose of primary and secondary controls for set-out
- reference and coordinate systems for surveying data, including Australian Height Datum and Map Grid of Australia
- types of pegs and markers used during set-out, and methods for ensuring their optimal placement on site.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
    - GNSS
    - total station
- specifications:
    - job specifications, maps and plans
    - organisational policies and procedures relating to:
        - work health and safety
        - setting up and using surveying equipment
        - spatial data collection
- relationships with team members and supervisor:
    - working in a team.

Timeframe:

- as specified by project requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS5031 Plan spatial data collection

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5031A Plan spatial data collection and validation.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to develop and document a spatial data collection plan that meets client specifications. The unit covers analysing project specifications and client instructions to evaluate and determine appropriate data acquisition and collection options. The unit requires the ability to use technology to manage spatial data and prepare the written plan. It also requires the ability to assess the technical, financial, legal and resource implications of the project in order to select the preferred collection options.

The unit supports those who work in a lead role in a surveying or spatial information services team in areas such as surveying, cartography, town planning, mapping and geographic information systems (GIS).

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.

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1.	Scope spatial data acquisition.	1.1.	Client instructions are analysed and project specifications determined according to organisational requirements.
		1.2.	Data requirements and constraints are identified in consultation with ***appropriate persons*** and recorded according to organisational requirements.
		1.3.	Additional information is gathered to clarify acquisition requirements according to project specifications and organisational requirements.
2.	Evaluate collection options.	2.1.	Technical, financial, legal and resource implications of available collection options are assessed to ensure preferred option meets project specifications.
		2.2.	Preferred collection option is selected based on project specifications and organisational requirements.
		2.3.	Assessment process is documented according to organisational requirements.
3.	Develop collection plan.	3.1.	Spatial data collection specifications, deliverables, constraints and principal work activities are identified and documented in a plan according to project requirements.
		3.2.	Identified risks, contingencies and resources, as well as technology and techniques to be used to collect spatial data, are included in plan.
		3.3.	Process to verify integrity of required spatial data is specified in plan according to organisational requirements.
		3.4.	Plan is finalised and communicated to appropriate persons according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

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Skill	Performance feature
Learning skills to:	• research sources of appropriate spatial data.
Numeracy skills to:	• apply budget constraints to project specifications.
Oral communication skills to:	• negotiate data requirements with clients and service providers.
Reading skills to:	• interpret contractual obligations detailed in legal documents, such as contracts, agreements, memorandums of understanding, and licences • analyse detailed technical descriptions of spatial data and their qualifiers.
Writing skills to:	• prepare written communications to clients and data providers.
Technology skills to:	• use a computer and software to prepare plan.
Problem-solving skills to:	• devise strategies to manage risk.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least two of the following:	• client • end user • financial or legal specialist • manager • qualified surveyor • spatial data provider

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- supplier.

Unit Mapping Information

CPPSIS5031A Plan spatial data collection and validation

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS5031 Plan spatial data collection

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5031A Plan spatial data collection and validation.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also develop and document a spatial data collection plan that meets client specifications for two different projects.

While developing the above spatial data collection plans, the person must:

- conduct research and consultation to gather information as the basis for scoping spatial data acquisition requirements
- select a preferred spatial data collection method for inclusion in the plan based on evaluation of available options
- apply industry-accepted methods for assessing validity and integrity of spatial data
- apply contingency measures and risk management strategies to the planning process
- comply with organisational requirements for:
  - allocating resources and working within budgetary constraints
  - communicating with clients and spatial data providers
  - recording and reporting information, and completing documentation
  - using the equipment specified in the assessment conditions
  - working safely when using screen-based equipment
- comply with legal requirements relating to client service provision, and accessing spatial data
- exercise precision when archiving, retrieving and managing spatial data.

Knowledge Evidence

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

- legal requirements for accessing, storing, retrieving and archiving digital and hard copy spatial data, including data privacy and information copyright

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- methods for assessing and validating spatial datasets and dataset sources
- organisational policies and procedures relating to:
  - budget and resource constraints
  - client service and communication
  - completing records and documentation
  - using equipment
  - work health and safety
- principles of risk management relating to collecting spatial data
- purpose and use of metadata, including:
  - availability
  - conditions of use
  - coordinate system
  - currency
  - custodian
  - data accuracy
  - data description
  - date of acquisition
  - licence
  - quality
  - source
  - spatial data acquisition methodologies
  - version control
- spatial data capture methodologies
- spatial data formats and structures
- key features of spatial reference systems.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer with software appropriate for report development and electronic communication
  - printer
- specifications:
  - organisational policies and procedures relating to data privacy and information copyright
- physical conditions:
  - access to equipped work station
- relationships with team members and supervisor:
  - working in a team
- relationships with clients:

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- client consultation required.

Timeframe:

- as specified by client and project requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS5032 Capture new spatial data

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5032A Capture new spatial data.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to capture new spatial data to meet client specifications using a variety of data capture methodologies. The unit covers analysing project specifications, as well as organisational, administrative and legal requirements, to coordinate human resources, equipment and supplies. The unit also covers setting up and using specialist surveying equipment and technologies to capture and manipulate spatial data, including entities, attributes, topological features and metadata; and checking and validating the integrity and accuracy of results. In addition, the unit covers performing the operational maintenance of equipment to ensure its sound working order, and identifying faults and organising repairs as required. The unit requires the ability to use project management techniques to schedule, monitor and report on project activities, and supervisory skills to designate work and provide guidance to staff.

The unit supports those who work in a lead role in a surveying or spatial information services team in areas such as surveying, cartography, town planning, mapping or geographic information systems (GIS).

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

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Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Prepare for data collection.	1.1. Project and client specifications, organisational requirements, and available resources are identified and key activities and timeline scheduled accordingly.
	1.2. ***Administrative and legal requirements*** for data collection are complied with and recorded according to organisational requirements.
	1.3. ***Appropriate persons*** are informed about the project according to organisational requirements.
	1.4. Equipment, supplies and technologies are selected according to project specifications.
	1.5. Designated responsibilities are communicated to staff to ensure understanding of work tasks according to organisational requirements.
2. Gather spatial data.	2.1. Equipment is set up and operated according to manufacturer specifications and organisational requirements.
	2.2. Entities are related to a reference system, and data and attributes are collected according to project specifications.
	2.3. ***Metadata*** is documented according to industry-accepted standards and organisational requirements.
	2.4. Discrepancies between specifications and actual activities are identified, recorded and reported.
	2.5. Guidance is given to staff assisting in the data collection process as required and according to organisational requirements.
3. Maintain	3.1. ***Operational maintenance*** of equipment is undertaken according to manufacturer specifications and

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	equipment.		organisational requirements.
		3.2.	Contingencies that may affect equipment use are identified and reported.
		3.3.	Unsafe or faulty equipment is identified, and reported and referred for repair according to organisational requirements.
		3.4.	Tools and equipment are stored safely according to manufacturer specifications and organisational requirements.
4.	Finalise collection process.	4.1.	Attributes and topological structures are added to spatial data according to project specifications.
		4.2.	Data is recorded correctly and documentation completed according to project specifications and organisational requirements.
		4.3.	Data integrity and accuracy are checked and validated according to project specifications.
		4.4.	Data and documentation are stored according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Planning and organising skills to:	• prioritise activities to meet contractual requirements.
Numeracy skills to:	• apply budget constraints to project specifications • conduct precise measurements and computations relating to length, angle, elevation, area and volume.
Oral communication	• ask questions to clarify client requirements • explain procedures to staff.

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skills to:

Reading skills to:	• interpret technical information detailed in manufacturer specifications and legislation.
Writing skills to:	• record technical information in organisational documentation.
Technology skills to:	• calibrate specialised surveying equipment • use equipment software to manipulate spatial data.
Problem-solving skills to:	• apply contingency measures in the event of adverse weather or equipment failure.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Administrative and legal requirements must include at least one of the following:	• Indigenous considerations • licensing arrangements • relevant state, territory and federal legislation and regulations relating to data access, use and storage, including data privacy and information copyright • royalty obligations • title search processes.
Appropriate persons must include at least two of the following:	• administrative staff • colleague • contractor • field survey staff • land occupier • land owner • manager • technician.

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Metadata must include at least four of the following:	• availability • conditions of use • coordinate system • currency • custodian • data accuracy • data description • date of acquisition • licence • quality • source • spatial data acquisition methodologies • version control.
Operational maintenance must include at least three of the following:	• adjusting • calibrating • cleaning • lubricating • maintaining battery • tightening • undertaking simple repairs.

Unit Mapping Information

CPPSIS5032A Capture new spatial data

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS5032 Capture new spatial data

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5032A Capture new spatial data.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also capture new spatial data that meets client specifications for two different projects, with each project using two of the following pieces of equipment:

- data logger or other mobile computing device
- global navigation satellite system (GNSS)
- laser scanner
- level
- sonar
- total station
- unmanned aerial vehicle.

While capturing the above new spatial data, the person must:

- coordinate technical and human resources to undertake scheduled work activities, designate work and provide guidance to staff
- accurately record metadata
- apply contingency measures and risk management strategies to ensure data is collected safely and within project timeframes
- comply with legal, administrative and organisational requirements for:
  - communicating with clients
  - copyright
  - recording and reporting information, and completing documentation
  - using, maintaining and storing tools and equipment
  - working safely and using personal protective equipment (PPE) when collecting data and operating equipment
- apply industry-accepted methods for assessing the validity and integrity of spatial data
- conduct operational maintenance on equipment to ensure good working order

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- exercise accuracy and precision when collecting and recording spatial data using two of the following data capture methodologies:
  - aerial
  - conversion or translation from existing information, including hard copy or digital
  - data logging, including GNSS
  - photogrammetry
  - remote sensing
  - scanning
  - sonar
- manage and manipulate spatial data, including entities and attributes and topological structures, using surveying technologies
- plan and organise equipment and supplies required to capture spatial data
- set up, calibrate and use surveying equipment
- use two of the following tools to assist in capturing new spatial data:
  - compass
  - clinometer
  - digital imagery
  - distance measuring wheel
  - tape
  - ultra-high frequency radio.

Knowledge Evidence

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

- legal requirements for accessing and storing spatial data, including copyright
- methods for conducting operational maintenance on surveying equipment
- methods for validating the integrity of spatial data
- organisational policies and procedures relating to:
  - budget and resource constraints
  - client service and communication
  - completing records and documentation
  - using and maintaining equipment
  - work health and safety
- principles of risk management relating to data capture operations
- purpose and uses of various data capture technologies and equipment
- spatial data capture methodologies
- spatial data formats and structures
- key features of spatial reference systems
- supervisory processes required to delegate work tasks and communicate with staff.

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Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment and tools:
  - as specified in the performance and knowledge evidence
  - PPE
- specifications:
  - organisational policies and procedures relating to:
    - work health and safety
    - data privacy and information copyright
- relationships with team members and supervisor:
  - working in a team.

Timeframe:

- as specified by client and project requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS5035 Obtain and validate spatial data

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5035A Obtain and validate spatial data.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to obtain and validate spatial data to meet client specifications. The unit covers analysing project requirements and agreements and determining appropriate data acquisition options. It also covers applying industry-accepted validation methodologies to assess the validity and integrity of data and resolve problems. The unit requires the ability to use technology to access, manipulate, archive and retrieve a range of spatial data. It also requires the ability to record metadata and complete documentation and written communications.

The unit supports those who work in a lead role in a surveying or spatial information services team in areas such as surveying, cartography, town planning, mapping or geographic information systems (GIS).

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Prepare for spatial data acquisition.	1.1. Project specifications, client instructions and agreements are determined and analysed according to organisational requirements.
		1.2. Data requirements are confirmed with ***appropriate persons*** and resources are allocated to project tasks according to organisational requirements.
		1.3. Protocols for communicating with spatial data providers are followed according to organisational requirements.
		1.4. Viability of provider's service agreement is assessed based on advice from appropriate persons.
		1.5. Data acquisition options are determined according to project specifications and organisational requirements.
		1.6. Data is received and processed according to project specifications and organisational requirements.
2.	Validate spatial data.	2.1. Data is assessed for validity and integrity according to project specifications.
		2.2. Omissions and gaps in spatial data are identified and resolved in consultation with appropriate persons.
		2.3. ***Metadata*** is recorded according to organisational requirements.
		2.4. Documentation is completed and stored according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Planning and organising skills to:	• delegate project tasks to staff.

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Numeracy skills to:	• interpret and analyse statistics.
Oral communication skills to:	• negotiate data requirements with clients and service providers.
Reading skills to:	• interpret contractual obligations detailed in legal documents, such as contracts, agreements, memorandums of understanding, and licences • analyse detailed technical descriptions of spatial data and their qualifiers.
Writing skills to:	• communicate with clients and data providers using email • record measurements with accuracy and precision.
Technology skills to:	• use a computer and software to access, manipulate, archive and retrieve a range of spatial data.
Problem-solving skills to:	• apply contingency measures to resolve identified errors • verify authenticity of data against specifications.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least two of the following:	• client • end user • financial or legal specialist • manager • qualified surveyor • spatial data provider • supplier • town planner.

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Metadata must include at least three of the following:	• availability • conditions of use • coordinate system • currency • custodian • data accuracy • data description • date of acquisition • licence • quality • source • spatial data acquisition methodologies • version control.

Unit Mapping Information

CPPSIS5035A Obtain and validate spatial data

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS5035 Obtain and validate spatial data

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5035A Obtain and validate spatial data.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also obtain and validate spatial data that meets client specifications for two different projects.

While obtaining and validating the above spatial data, the person must:

- apply contingency measures when solving problems relating to data
- comply with organisational requirements and manufacturer specifications when using the equipment specified in the assessment conditions
- comply with organisational requirements for:
  - allocating resources, delegating duties and working within budgetary constraints
  - communicating with clients and spatial data providers
  - recording metadata and completing documentation
  - working safely when using screen-based equipment
- comply with legal requirements relating to client service provision, and accessing and managing spatial data
- exercise precision when archiving, retrieving, managing and manipulating spatial data
- use industry-accepted methods for assessing the validity and integrity of spatial data and resolving errors.

Knowledge Evidence

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

- industry-accepted standards relating to obtaining and validating spatial data
- legal requirements for accessing, storing, retrieving and archiving digital and hard copy spatial data, including data privacy and information copyright
- methods for assessing and validating spatial datasets and dataset sources

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- organisational requirements relating to:
  - work health and safety
  - client services
  - human resource management
  - completing documentation
- spatial data capture methodologies
- spatial data formats and structures
- key features of spatial reference systems.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer with software appropriate for spatial data management and electronic communication
  - printer
- specifications:
  - organisational policies and procedures relating to:
    - work health and safety
    - data privacy and information copyright
    - project budget and resources
- physical conditions:
  - access to equipped work station
- relationships with team members and supervisor:
  - working in a team.

Timeframe:

- as specified by client and project requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS5036 Integrate spatial datasets

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5036A Integrate spatial datasets.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to use technology and software applications to integrate spatial datasets for the purpose of providing spatially referenced information. The unit covers obtaining spatial and attribute data, creating datasets, and linking spatial and attribute data to meet client specifications for spatial data solutions. The unit also covers analysing and compiling metadata sets, assessing geographic coverage, establishing filtering parameters, and checking and validating the accuracy and integrity of data. The unit requires the ability to consult with appropriate persons to define project requirements and report outcomes, and use database querying operations and techniques.

The unit supports those who work in a lead role in a surveying or spatial information services team in areas such as surveying, cartography, town planning, mapping or geographic information systems (GIS).

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Prepare to integrate datasets.	1.1.	Client specifications are identified and analysed to determine specific needs and required outcomes.
		1.2.	Requirements for spatial data and constraints are identified through further consultation with ***appropriate persons*** and outcomes are recorded according to organisational requirements.
2.	Obtain spatial and attribute data.	2.1.	***Metadata*** is used to determine sources of data consistent with project specifications.
		2.2.	Data is obtained and checked for integrity and quality according to project specifications and organisational requirements.
		2.3.	Geographic coverage is assessed for completeness according to project specifications.
		2.4.	Metadata set is compiled based on sourced spatial data.
		2.5.	Exception reports on non-conforming items are referred to appropriate persons according to organisational requirements.
3.	Create resultant spatial datasets.	3.1.	Filtering parameters are established in line with scientific accuracy, redundancy and project specifications.
		3.2.	Spatial data is translated into a format that satisfies project specifications.
		3.3.	Spatial datasets are populated with edited spatial data according to project specifications and organisational requirements.
4.	Link spatial and attribute data.	4.1.	Method required for referencing location of attribute data is identified according to organisational requirements.
		4.2.	Spatial and attribute data are linked according to client specifications and organisational requirements.

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		4.3.	Spatial queries are carried out on spatial data to access attribute data according to project specifications.
5.	Test and validate spatial datasets.	5.1.	Test queries are determined and implemented to ensure spatial datasets meet project specifications and organisational requirements.
		5.2.	Accuracy and integrity of spatial data are checked and validated to ensure correctness of links, and identified problems are resolved or escalated where required according to organisational requirements.
		5.3.	Documentation is completed according to organisational requirements and appropriate persons are notified of project results.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Initiative and enterprise skills to:	• design spatial data solutions to meet client specifications and organisational requirements.
Numeracy skills to:	• analyse and compare metadata and attribute ranges.
Oral communication skills to:	• ask questions to clarify client and project requirements.
Reading skills to:	• interpret field records, images, and detailed technical descriptions of spatial data.
Writing skills to:	• record measurements with accuracy and precision.

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Technology skills to:	• use a computer and software to manipulate and compare spatial data.
Problem-solving skills to:	• identify exceptions and non-conformances within datasets.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least two of the following:	• client • end user • staff • manager.
Metadata must include at least four of the following:	• availability • conditions of use • coordinate system • currency • custodian • data accuracy • data description • date of acquisition • licence • quality • source • spatial data acquisition methodologies • version control.

Unit Mapping Information

CPPSIS5036A Integrate spatial datasets

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS5036 Integrate spatial datasets

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5036A Integrate spatial datasets.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also integrate spatial datasets for the purpose of providing spatially referenced information for two different projects.

While integrating the above spatial datasets, the person must:

- select and use industry-accepted software applications to obtain spatial data, create datasets, and link attribute data
- comply with organisational requirements while:
  - communicating with clients and other appropriate persons
  - ensuring quality of datasets
  - recording data and completing documentation
  - working safely when using screen-based equipment
- comply with legal requirements relating to data privacy and information copyright when accessing and using spatial data
- devise and implement functional solutions to spatial datasets
- exercise precision when editing, processing, comparing, manipulating and archiving spatial data
- perform querying techniques to access attribute data and test and validate spatial data
- prepare exception reports to identify non-conforming data
- reference and link the location of attribute data
- translate spatial data into industry-accepted formats
- use approved methods for assessing accuracy and integrity of spatial data and resolving errors
- use filtering parameters, including attribute range accuracy and geographic location to establish accuracy and redundancy of data.

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Knowledge Evidence

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

- data acquisition methods
- database querying techniques and languages
- key features of spatial data
- legal requirements for accessing and manipulating spatial data, including copyright
- methods for comparing and checking different spatial datasets
- organisational requirements relating to:
  - work health and safety
  - recording data
  - completing documentation
- principles of data acquisition, including photogrammetry, remote sensing, terrestrial survey and hydrography
- quality guidelines regarding the validity of spatial data
- software applications used to compute spatial datasets
- key features of spatial coordinate and reference systems
- spatial data formats and structures
- spatial database design tools
- key characteristics of spatial database operation
- spatial dataset integration methods, including role of scale in dataset integration.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer with software appropriate for integrating spatial datasets
- specifications:
  - organisational policies, procedures and legislation relating to:
    - work health and safety
    - data privacy and information copyright
- physical conditions:
  - access to equipped work station
- relationships with team members and supervisor:
  - working in a team.

Timeframe:

- as specified by task and organisational requirements.

Assessor requirements

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As a minimum, assessors must satisfy the assessor requirements in the Standards for Registered Training Organisations (RTOs) current at the time of assessment.

Links

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CPPSIS5037 Maintain spatial data systems

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5037A Maintain complex spatial data systems.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to implement a full cycle of maintenance of spatial data, including updating, backup, recovery and archiving. The unit covers analysing spatial data systems to determine maintenance requirements and constraints; confirming the reliability of spatial data by editing, updating and integrating existing and new spatial data; and problem solving to test and validate data currency and retrieval and backup systems. The unit requires the ability to use computers and software to manage spatial data, create metadata, and apply spatial data input, output and distribution technologies.

The unit supports those who work in a lead role in a surveying or spatial information services team in areas such as surveying, cartography, town planning, mapping or geographic information systems (GIS).

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Determine data maintenance requirements.	1.1.	Data maintenance objectives and constraints are identified and documented in consultation with ***appropriate persons***.
		1.2.	Data system is analysed to determine components to be maintained according to project objectives.
		1.3.	Maintenance techniques are determined and evaluated according to organisational requirements.
		1.4.	Work is allocated to appropriate persons and supervisory processes are implemented to ensure work is completed within time available.
2.	Confirm reliability of spatial data.	2.1.	Spatial data updates are accessed and checked to confirm currency and relevance, and are recorded according to organisational requirements.
		2.2.	Spatial data is checked and edited to ensure it is compatible, and in an acceptable format according to project requirements.
		2.3.	Integrity and consistency of data are maintained according to organisational requirements.
3.	Replace spatial data.	3.1.	Spatial data is amended and replaced according to project and organisational requirements.
		3.2.	Existing and new data is edited, prepared and integrated according to project requirements.
		3.3.	Spatial datasets are tested and ***validated*** to ensure integrity, quality and currency according to project requirements.
		3.4.	Documentation is amended and updated according to organisational requirements.
4.	Carry out backup and recovery of spatial data.	4.1.	Data backups are implemented to ensure data is accessible in contingency situations according to organisational requirements.

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		4.2.	Backup system is tested to ensure that data can be retrieved, and any problems are resolved or contingencies managed according to organisational requirements.
5.	Archive spatial data.	5.1.	Spatial dataset to be archived is checked for completeness and manipulated where necessary.
		5.2.	***Metadata*** is created according to organisational requirements.
		5.3.	Archived spatial data is stored in a secure location, and details are recorded according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Planning and organising skills to:	• schedule and prioritise work tasks to meet project timeframes.
Numeracy skills to:	• apply error tolerances when manipulating datasets • solve problems relating to height, dimension, direction, position, flow rates and slope.
Oral communication skills to:	• ask questions to determine maintenance objectives.
Reading skills to:	• interpret query language and graphic interfaces.
Technology skills to:	• apply spatial data input, output and distribution technologies • use scripting, queries, macros, networks and remote access when maintaining spatial data systems.

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Problem-solving skills to:	• verify accuracy and currency of data and identify errors.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least two of the following:	• client • manager • spatial technician • staff.
Validated must include at least two of the following methods:	• confounding bias • information/data bias • observational bias • recall bias • selection bias.
Metadata must include at least four of the following:	• availability • conditions of use • coordinate system • currency • custodian • data accuracy • data description • date of acquisition • licence • quality • source • spatial data acquisition methodologies • version control.

Unit Mapping Information

CPPSIS5037A Maintain complex spatial data systems

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS5037 Maintain spatial data systems

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5037A Maintain complex spatial data systems.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also implement the full cycle of maintenance of spatial data systems for two different projects, including the full cycle of updating, backup, recovery and archiving.

While maintaining the above spatial data systems, the person must:

- allocate tasks within the work team, and provide supervision to ensure work is completed within required timeframes
- apply industry-accepted standards for:
  - accuracy, precision and error tolerances to ensure data systems are accurately maintained
  - creating and recording metadata
- comply with administrative and legal requirements for storing and retrieving spatial data, including data privacy and information copyright
- comply with organisational requirements and manufacturer specifications when using the equipment specified in the assessment conditions
- comply with organisational requirements for recording data and completing documentation, and working safely when using screen-based equipment
- evaluate and decide appropriate data maintenance techniques
- use spatial data input technologies, including:
  - digitising
  - scanning
  - remote sensing
  - satellite imagery
- use spatial data output and distribution technologies, including:
  - scripting
  - query language

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- macro development
- graphic interfaces
- networks
- remote access.

Knowledge Evidence

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

- administrative and legal requirements for accessing, storing, retrieving and archiving digital and hard copy spatial data, including data privacy and information copyright
- advanced spatial data reduction processes
- key features of coordinate reference systems
- industry-accepted standards relating to accuracy and precision, error tolerances and metadata
- types of map projections
- methods for validating test results to identify systematic distortions
- organisational policy and procedures relating to work tasks, including:
  - health and safety when using the equipment specified in the assessment conditions
  - maintaining the quality and integrity of spatial data
  - reporting, including completing records and documentation
  - storing and retrieving data
- software that can be used to manage spatial data, create metadata, and apply spatial data input, output and distribution technologies
- types of spatial data formats
- techniques for using spatial data input technologies, as specified in the performance evidence
- techniques for using spatial data output and distribution technologies, as specified in the performance evidence
- types of storage media for a range of spatial data.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer with software appropriate for spatial data management and retrieval
  - hard copy and digital data storage media
  - printer
- specifications:
  - organisational policies and procedures relating to:
    - work health and safety
    - data privacy and information copyright
- physical conditions:

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- access to equipped work station
- relationships with team members and supervisor:
  - working in a team.

Timeframe:

- as specified by task and organisational requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS5038 Develop spatial databases

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5038A Develop a complex spatial and aspatial database.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to develop spatial databases using a range of storage media, including digital and hard copy storage. The unit covers analysing and evaluating storage requirements, specifications and constraints, to identify data components to be maintained and appropriate storage solutions. The unit also covers arranging to create data indexes to assist in data retrieval and storage; using indexes to record and retrieve data; and accessing and retrieving data. It requires the ability to translate data into the required format to meet task requirements. The unit also requires the ability to negotiate with data suppliers and network storage providers, and to implement project management techniques to manage risks and contingencies relating to data security, and use supervisory techniques to allocate tasks and achieve planned outcomes.

The unit supports those who work in a lead role in a surveying or spatial information services team in areas such as surveying, town planning, cartography, mapping and geographic information systems (GIS).

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Prepare for storage of spatial data.	1.1. Data storage objectives and constraints are identified and documented in consultation with ***appropriate persons***.
		1.2. Data design is analysed to determine components to be maintained according to task requirements.
		1.3. Storage techniques to be used are determined and evaluated according to organisational requirements.
		1.4. ***Administrative and legal requirements*** for data storage are complied with and recorded according to organisational requirements.
		1.5. Work is allocated to appropriate persons and supervisory processes are implemented to ensure work is completed within time available.
2.	Store spatial data.	2.1. Arrangements are put in place to create data indexes to assist in data retrieval and storage according to task requirements.
		2.2. Spatial data is recorded in an index according to organisational requirements.
		2.3. Method of spatial data storage is selected according to organisational requirements.
		2.4. Spatial data is backed up according to organisational requirements.
		2.5. Distribution method is determined to ensure that current data is available according to task and organisational requirements.
3.	Access and retrieve spatial data.	3.1. Arrangements are put in place to use the indexing system to locate spatial data source.
		3.2. Spatial data is accessed and if necessary translated into required format according to task requirements.

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4.	Manage contingencies.	4.1. Risk management plan is developed to identify risks, ***contingencies*** and possible solutions to anticipated spatial data storage and retrieval problems.
		4.2. Risk and contingency plans are communicated to appropriate persons and, if necessary, implemented according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Learning skills to:	• research and access sources of spatial data.
Numeracy skills to:	• conduct image analysis • identify budgetary constraints relating to cost of storage systems.
Oral communication skills to:	• negotiate distribution methods and network access with data storage providers.
Reading skills to:	• interpret graphical information obtained from global navigation satellite systems (GNSS) and GIS.
Writing skills to:	• write technical reports detailing problems and solutions relating to data storage and retrieval.
Technology skills to:	• use a range of software applications to access and store data • use querying commands to obtain information from a database.
Problem-solving	• analyse storage solutions appropriate to different types of spatial data

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skills to:

- identify contingency procedures in the event of unforeseen risk to data security.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least two of the following:

- client
- end user
- manager
- network storage provider
- qualified surveyor
- spatial data supplier
- staff.

Administrative and legal requirements must include at least two of the following:

- Indigenous considerations
- licensing arrangements
- relevant state, territory and federal legislation and regulations relating to data access, use and storage, including data privacy and information copyright
- royalty obligations
- title search processes.

Contingencies must include at least four of the following:

- duplicates
- fireproof storage
- insurance
- media malfunction
- media and formats becoming outdated
- off-site storage
- storage in different media.

Unit Mapping Information

CPPSIS5038 Develop a complex spatial and aspatial database

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS5038 Develop spatial databases

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5038A Develop a complex spatial and aspatial database.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also develop two different spatial databases to meet specifications.

While developing the above spatial databases, the person must:

- analyse written spatial data storage specifications to identify storage requirements and constraints
- arrange data indexes that allow for several notations for cross-referencing data
- access spatial data and translate it into required format
- arrange to create, access and use an indexing system for spatial data
- assess feasibility of data storage options based on available budget, resources and priorities
- comply with administrative and legal requirements for storing, using and retrieving spatial data
- comply with organisational requirements for:
  - recording data
  - completing documentation
  - health and safety when using screen-based equipment
- develop risk and contingency management plans to ensure security of stored spatial data
- negotiate with clients, data suppliers and data network storage providers to achieve required outcomes
- plan system design, including assessing available formats and storage requirements
- read and write technical reports detailing storage solutions for spatial data
- research and evaluate sources of spatial data
- supervise and coordinate staff to assist with research activities
- use project management techniques to coordinate database requirements

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- use software, hardware and networking applications to access, store and retrieve data.

Knowledge Evidence

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

- administrative and legal requirements for storing, using and retrieving digital and hard copy spatial data, including copyright
- spatial data storage and retrieval methods
- key features of current indexing systems
- data retrieval methods, including querying and browsing techniques for obtaining information from databases
- industry metadata standards relating to:
  - availability
  - conditions of use
  - coordinate system
  - currency
  - custodian
  - data accuracy
  - data description
  - date of acquisition
  - licence
  - quality
  - source
  - spatial data acquisition methodologies
  - version control
- network and security guidelines relating to spatial data
- organisational policies and procedures relating to:
  - accessing, recording, storing and retrieving spatial data
  - communicating with clients, end users and network storage providers
  - completing records and documentation
  - working within budget and resource constraints and priorities
- spatial data formats, classification and indexing systems
- spatial data input technologies, including digitising, scanning, remote sensing and satellite imagery
- spatial data maintenance and management systems
- key features of spatial reference systems
- types of storage media for a range of spatial data.

Assessment Conditions

The following must be present and available to learners during assessment activities:

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- equipment:
  - computer with software appropriate for spatial data storage and retrieval
  - ancillary hardware
- specifications:
  - organisational policies and procedures relating to:
  - work health and safety
  - data privacy and information copyright
- physical conditions:
  - access to equipped work station
- relationships with team members and supervisor:
  - working in a team.

Timeframe:

- as specified by task and organisational requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS5039 Plan and implement spatial projects

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5039A Produce spatial project deliverables.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to plan, implement and complete spatial projects to produce client-specified deliverables. The unit covers project planning processes to allocate and organise equipment, materials and resources; adhere to financial, administrative and legal requirements; and manage project risks and contingencies. The unit also covers designing, producing and validating spatial project deliverables and products. It requires the ability to interpret technical information relating to spatial products, and to communicate verbally and in writing with a range of project stakeholders.

The unit supports those who work in a lead role in a surveying or spatial information services team in areas such as surveying, cartography, town planning, mapping and geographic information systems (GIS).

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Develop spatial project plan.	1.1.	Spatial project specifications and client requirements are identified and analysed, and then confirmed and clarified with ***appropriate persons***.
		1.2.	Resources, equipment and materials are determined and organised according to project specifications and organisational requirements.
		1.3.	Appropriate persons are informed of their involvement in project, parameters of their responsibilities, and project communication processes.
		1.4.	Key activities and timelines are scheduled with full consideration given to project specifications, available resources, and organisational requirements.
		1.5.	Risk management and contingency strategies are incorporated into documented project plan to meet administrative, legal and organisational requirements.
2.	Implement spatial project plan.	2.1.	Project management mechanisms are implemented to monitor, record and report project progress in relation to project plan.
		2.2.	Computations and analysis are undertaken for spatial product development according to project specifications.
		2.3.	Project deliverables are designed and produced according to project specifications and project plan.
		2.4.	***Metadata*** is created according to project specifications and organisational requirements.
		2.5.	Project deliverables are validated against project specifications and irregularities are identified, reported and resolved.
3.	Monitor and complete spatial project.	3.1.	Project is monitored against specifications and plan, and contingencies managed to ensure quality is maintained.
		3.2.	Actual expenditure is monitored to control costs according to organisational requirements.
		3.3.	Project is completed and checked to ensure compliance

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with specifications, plan and organisational requirements.

3.4. Project documentation is completed and outcomes are reported to appropriate persons.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• identify areas for improvement to meet budget constraints.
Numeracy skills to:	• use mathematical language and representation to prepare and communicate budgetary and financial information.
Oral communication skills to:	• ask questions to seek information and confirm understanding.
Reading skills to:	• interpret detailed technical descriptions of surveying data • interpret graphical information within image data.
Writing skills to:	• develop plans, reports and recommendations using technical language.
Technology skills to:	• use a computer and software to manage, manipulate, archive and retrieve spatial data.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

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Appropriate persons must include at least two of the following:	• client • end user • manager • qualified surveyor • spatial data provider • supplier.
Metadata must include at least four of the following:	• availability • conditions of use • coordinate system • currency • custodian • data accuracy • data description • date of acquisition • licence • quality • source • spatial data acquisition methodologies • version control.

Unit Mapping Information

CPPSIS5039A Produce spatial project deliverables

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS5039 Plan and implement spatial projects

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5039A Produce spatial project deliverables.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also plan and implement two different projects to produce spatial products that meet specific client requirements.

While planning and implementing the above spatial projects, the person must:

- design and produce spatial project deliverables that meet specifications and client requirements
- accurately record metadata
- apply contingency measures and risk management strategies to ensure quality of project deliverables
- comply with legal, administrative and organisational requirements for:
  - allocating and using resources, materials and equipment
  - communicating with clients and stakeholders
  - copyright of spatial data
  - designating tasks within the work team
  - meeting financial management obligations
  - recording and reporting information, and completing documentation
- coordinate technical and human resources to undertake scheduled work activities
- exercise accuracy and precision when performing computations and spatial data analysis and manipulation
- use a computer and software to develop plans, reports and recommendations relating to the project
- use project management techniques to plan, schedule, measure, monitor and report project activities and outcomes.

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Knowledge Evidence

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

- legal requirements for accessing, using and storing spatial data, including data privacy and information copyright
- methods for assessing and validating integrity of existing spatial datasets and dataset sources
- organisational policies and procedures relating to:
  - budget and resource constraints
  - client service and stakeholder communication
  - completing records, reports and documentation
  - quality and industry standards relating to spatial products
- techniques for managing risk to comply with administrative and legal requirements of spatial projects
- project management tools, techniques and methodologies
- project management techniques, including resource planning and costing
- spatial data formats, structures and presentation methods
- key features of spatial reference systems.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer, software and ancillary hardware to produce reports
- specifications:
  - project and client specifications for spatial product
  - organisational policies and procedures relating to:
    - work health and safety
    - data privacy and information copyright
- relationships with team members and supervisor:
  - working in a team.

Timeframe:

- as specified by client and project requirements.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the Standards for Registered Training Organisations (RTOs) current at the time of assessment.

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CPPSIS5040 Interpret and collate spatial data

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5040A Collate and interpret spatial data.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to interpret and collate spatial data to meet project deliverables and client requirements. The unit covers accessing, querying and interpreting spatial data from various sources to test and determine its relevance and compatibility for meeting project requirements. It also covers collating spatial data and facilitating links with other functional areas within the organisation as part of the broader knowledge management system. The unit requires the ability to use various technologies and software applications, including geographic information system (GIS) software to access, manipulate, archive, retrieve and validate spatial data. It also requires the ability to complete records and documentation.

The unit supports those who work in a lead role in a surveying or spatial information services team in areas such as surveying, cartography, town planning, mapping and GIS.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Access spatial data.	1.1. Project spatial data requirements and constraints, and client requirements, are identified and documented in consultation with ***appropriate persons***.
		1.2. Spatial datasets are retrieved from data storage and other relevant sources and new data is captured according to project and organisational requirements.
		1.3. Data is manipulated into appropriate format to meet project requirements.
2.	Query and interpret spatial data.	2.1. Data is queried and interpreted using appropriate equipment and software application according to project requirements.
		2.2. Data is verified for integrity and relevance using industry-accepted statistical tests and methods according to project requirements.
		2.3. Irregularities are identified and resolved, and results recorded and documented according to organisational requirements.
3.	Collate spatial data.	3.1. Spatial data is collated according to organisational requirements.
		3.2. Most appropriate format and database for spatial data are selected according to organisational requirements.
4.	Validate spatial data.	4.1. Tools for testing validity of information and data are identified, accessed and used according to organisational requirements.
		4.2. Problems with collated data are identified and resolved to ensure quality and usability according to organisational requirements.
		4.3. Spatial data is archived and records and documentation are completed according to organisational requirements.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• source spatial data appropriate to client needs.
Numeracy skills to:	• interpret and analyse statistics.
Oral communication skills to:	• ask questions to clarify client data requirements.
Reading skills to:	• analyse detailed technical descriptions of spatial data and its qualifiers.
Technology skills to:	• use a computer and software to manipulate spatial data.
Problem-solving skills to:	• apply contingency measures to resolve identified errors • verify authenticity of data against specifications.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least two of the following:	• client • end user • manager • qualified surveyor • spatial data provider • supplier.

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Unit Mapping Information

CPPSIS5040A Collate and interpret spatial data

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS5040 Interpret and collate spatial data

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5040A Collate and interpret spatial data.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also interpret and collate spatial data that meets client requirements for two different projects.

While interpreting and collating the above spatial data, the person must:

- establish project and client requirements for new spatial data
- acquire spatial data from a range of industry-accepted sources
- comply with organisational requirements for:
  - communicating with clients and spatial data providers
  - completing documentation
  - facilitating information and knowledge management processes
  - working safely when using screen-based equipment
- comply with legal requirements relating to client service provision, and accessing and managing spatial data
- exercise precision when retrieving, managing, manipulating and archiving spatial data
- manipulate and analyse geographic information system (GIS) data using GIS software
- query and interpret spatial data using databases
- use industry-accepted methods for assessing validity and integrity of spatial data and resolving errors
- use one of the following statistical tests and methods to verify relevance of data:
  - broad analytical studies to determine estimates of risk
  - making comparisons using basic tests of significance
  - mean, standard deviation, regression analysis and percentage change.

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Knowledge Evidence

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

- industry-accepted sources of spatial data, including photogrammetry, remote sensing, terrestrial survey and hydrography
- key features of coordinate reference systems
- GIS software, including ArcInfo, GenaMap and MapInfo
- industry-accepted standards and methods for assessing, verifying and validating spatial datasets and dataset sources
- legal requirements for accessing, storing, retrieving and archiving digital and hard copy spatial data, including data privacy and information copyright
- line instructions and programming for geographical information systems data
- organisational requirements relating to:
  - work health and safety
  - client service
  - information and knowledge management
  - completing documentation
- purpose and use of metadata, including:
  - availability
  - conditions of use
  - coordinate system
  - currency
  - custodian
  - data accuracy
  - data description
  - date of acquisition
  - licence
  - quality
  - source
  - spatial data acquisition methodologies
  - version control
- types of spatial data storage technologies
- key features of spatial reference systems
- statistical tests and methods used to verify relevance of spatial data
- techniques for manipulating datasets using:
  - command lines
  - general query language, such as structured query language (SQL)
  - programming language
  - scripts
- techniques for operating, querying and browsing spatial databases.

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Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer with software appropriate for spatial data management and electronic communication
  - printer
- specifications:
  - organisational policies and procedures relating to:
    - work health and safety
    - data privacy and information copyright
- physical conditions:
  - access to equipped work station
- relationships with team members and supervisor:
  - working in a team.

Timeframe:

- as specified by client and project requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS5043 Design spatial data storage systems

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5043A Design a spatial data storage system.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to design spatial data storage systems to meet client requirements. The unit covers analysing client needs and storage requirements and assessing the feasibility of those requirements against organisational budgets, resources and priorities. It also covers planning the system design; scheduling development; and creating and testing prototypes where standard formats are unsuitable. The unit requires the ability to negotiate storage requirements and design solutions; and to seek agreement on the final design, as well as feedback from end users, as the basis for implementing improvements to the storage system.

The unit supports those who work in a lead role in a surveying or spatial information services team in areas such as surveying, town planning, cartography, mapping and geographic information systems (GIS).

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Determine spatial data storage requirements.	1.1. Requirements for spatial data storage are determined in consultation with ***appropriate persons***.
		1.2. Audit of existing spatial data sources is conducted to determine their suitability, useability, dependencies and adaptability in meeting storage requirements.
		1.3. Feasibility of storage requirements is assessed against organisational budget, resources and priorities; and documented according to organisational requirements.
2.	Plan storage system design.	2.1. Plan is developed based on functional requirements of storage system and detailing spatial data dependencies.
		2.2. Appropriate spatial data storage environment is determined according to data and organisational requirements.
		2.3. Schedule for introducing data storage system is developed and communicated to appropriate persons.
		2.4. Prototype is created and tested, or a standard format adopted, to confirm that design meets functional requirements.
3.	Finalise storage system design.	3.1. Final design of spatial data storage system is negotiated with appropriate persons according to organisational requirements.
		3.2. Final design is agreed and accepted, and documentation is created according to organisational requirements.
		3.3. End users are canvassed to determine effectiveness of designed spatial data storage system.
		3.4. Feedback is analysed and used to make improvements to storage system according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to

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performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Initiative and enterprise skills to:	• assess standard storage formats against requirements for a new design.
Numeracy skills to:	• compare costs of spatial data storage systems against organisational budget and resource allocations.
Reading skills to:	• interpret graphical information obtained from global navigation satellite systems (GNSS) and GIS.
Writing skills to:	• record details of quality improvements.
Technology skills to:	• use a range of software applications to access and store data • use querying commands to obtain information from a database.
Problem-solving skills to:	• identify storage solutions appropriate to different types of spatial data.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least two of the following:	• client • end user • manager • spatial data supplier • staff.

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Unit Mapping Information

CPPSIS5043A Design a spatial data storage system

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS5043 Design spatial data storage systems

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5043A Design a spatial data storage system.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also design spatial data storage systems for two different clients.

While designing the above spatial data storage systems, the person must:

- negotiate with end users regarding spatial data storage requirements and design
- plan the system design, including assessing available formats and storage requirements
- assess existing spatial data sources to determine their capacity to meet user storage requirements based on suitability, useability, dependencies and adaptability
- assess the feasibility of storage options based on organisational budget, resources and priorities
- comply with administrative and legal requirements for storing and retrieving spatial data, including data privacy and information copyright
- comply with organisational requirements for recording data, completing documentation, and using the equipment specified in the assessment conditions
- test design prototypes to confirm that they meet functional requirements
- obtain feedback from end users on final storage system.

Knowledge Evidence

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

- administrative and legal requirements for storing and retrieving digital and hard copy spatial data, including data privacy and information copyright
- data storage and retrieval methods
- organisational policies and procedures relating to:
  - accessing, recording and storing data
  - communicating with clients and end users

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    - completing documentation
    - working within budget and resource constraints and priorities
- querying and browsing techniques for obtaining information from databases
- spatial data classification and indexing systems
- spatial data formats
- key features of spatial reference systems
- types of storage media for a range of spatial data, including Cloud technology.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
    - data retrieval equipment
    - computer with software appropriate for spatial data storage and retrieval
    - hard copy and digital data storage media
- specifications:
    - organisational policies and procedures relating to:
        - work health and safety
        - data privacy and information copyright
- physical conditions:
    - access to equipped work station
- relationships with team members and supervisor:
    - working in a team.

Timeframe:

- as specified by task and organisational requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS5044 Develop subdivision survey designs for local government approval

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5044A Develop a subdivision survey design for local government approval.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to develop a subdivision survey design for local government approval using cadastral surveying methods and equipment. The unit covers analysing and researching client service requests and existing information to assess and prioritise work tasks, and conducting a survey of the land to be subdivided. The unit also covers conducting measurements and calculations; and developing plans detailing required information, including boundary dimensions and corners, subdivision lots, features, surrounds, connections and offsets. The unit requires the ability to set up, calibrate and use surveying equipment to measure, record and reduce surveying data. The unit also requires the ability to prepare, lodge and monitor a detailed design submission for local government approval which details engineering aspects, physical constraints and any environmental impacts. The unit requires knowledge of land and planning law and local government building approval processes. It requires consultation with clients and professionals to obtain advice for input into the design submission.

The unit supports those who work in a lead role in a surveying or spatial information services team, in areas such as town planning, surveying and mapping.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States where cadastral surveying must be undertaken under the supervision of a registered surveyor. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

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Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Identify type of service requests.	1.1. Client requirements and timelines are established in consultation with ***appropriate persons***.
		1.2. Client service requirements are assessed to establish if they are within the jurisdiction and ability of relevant authority and any necessity for statutory compliance.
		1.3. Work is prioritised and recorded, and research is conducted to gather additional information as required according to organisational requirements.
2.	Conduct subdivision survey.	2.1. Surveying equipment is set up, calibrated and used according to manufacturer specifications and organisational requirements.
		2.2. Identified components of land to be subdivided are measured and subdivision lots marked according to client service and organisational requirements.
		2.3. Measured surveying data is reduced according to organisational requirements.
		2.4. Measurements are validated and recorded according to organisational requirements.
		2.5. Problems are identified and resolved, and contingencies managed according to organisational requirements.
3.	Develop detailed design submission for local government	3.1. Surveying data is used to develop plan according to client service and organisational requirements.
		3.2. Appropriate persons are consulted to obtain professional advice for input into subdivision submission.

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	approval.	3.3.	Availability of existing services and costs of supply, including local government and utility authority contributions, are determined.
		3.4.	Engineering aspects in subdivision design are considered and documented according to local government requirements.
		3.5.	Subdivision submission is prepared to incorporate physical constraints and environmental impact of the development according to client service requirements.
4.	Monitor approval process.	4.1.	Local government approval assessment criteria are further examined and advertising and exhibition requirements observed according to organisational requirements.
		4.2.	Outcomes of subdivision submission are reviewed to identify required follow-up actions.
5.	Advise client of outcomes.	5.1.	Client is advised of submission outcomes in writing and verbally according to organisational requirements.
		5.2.	Rights of appeal are explained to client where appropriate, and advice is recorded according to organisational requirements.
		5.3.	Documentation is completed and records stored according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Initiative and enterprise skills to:	• conduct research to collect property information, including title searches.

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Planning and organising skills to:	• plan and prioritise work to meet submission timeframes.
Numeracy skills to:	• conduct precise measurements and computations relating to length, angle, elevation, area and volume.
Oral communication skills to:	• ask questions to clarify client requirements.
Reading skills to:	• analyse graphical and technical information in photographs and drawings • interpret legal information in land and planning laws.
Writing skills to:	• use templates to record field notes • write field notes that can be interpreted by a third party.
Technology skills to:	• connect surveying equipment to coordinate systems.
Problem-solving skills to:	• select appropriate validation methods to verify accuracy of data.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least two of the following:	• builder • client • colleague • engineer • local government representative • manager • registered or qualified surveyor

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- statutory authority representative
- town planner.

Unit Mapping Information

CPPSIS5044A Develop a subdivision survey design for local government approval

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS5044 Develop subdivision survey designs for local government approval

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5044A Develop a subdivision survey design for local government approval.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also develop a subdivision survey design for local government approval in response to two different client requests.

While developing the above subdivision survey designs, the person must:

- analyse existing plans, drawings, surveying data and photographs to plan service provision
- conduct research to obtain information relating to planned subdivisions, including:
  - boundary dimensions
  - connections
  - land title information
  - local government provisions and restrictions relating to subdivision, zoning, heritage and flooding
  - services
  - subdivision plan
  - title search
  - topographic features
- accurately measure and calculate boundary dimensions and mark subdivision lots
- use industry-accepted methods to check and validate measurements and calculations
- analyse and comply with land and planning law and local government guidelines for building approvals
- communicate clearly with appropriate persons in writing and verbally, to obtain information, clarify service and survey detail, and explain and report submission processes and outcomes
- comply with organisational requirements relating to:
  - completing records and documentation, including field notes

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    - prioritising service requests
    - recording, storing and filing surveying data
    - using surveying equipment
    - working safely and using personal protective equipment (PPE)
- comply with relevant legal and statutory requirements and standards to ensure accuracy of survey, field procedures, and submission information
- determine availability of existing services and costs of supply
- determine survey controls, land dimensions and corners, and locate features, boundaries, surrounds, connections and offsets
- identify physical constraints and environmental impacts of planned developments, including those relating to three of the following:
    - drainage
    - easements
    - public reserves
    - sediment control
    - sewerage control
- monitor local government approval process, including observing advertising and exhibition requirements
- perform surveying tasks using one of the following surveying equipment:
    - global navigation satellite system (GNSS)
    - total station
- prepare clear and concise subdivision survey design submission, with plans that comply with local government approval assessment criteria
- use surveying data and other relevant information to produce plans, including contours.

Knowledge Evidence

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

- accuracy and precision requirements for cadastral surveying data and subdivision survey design
- aspects of land and planning law impacting on surveying tasks, including:
    - common law and old system title
    - community title
    - crown land, alienation and native title
    - environmental protection
    - residential subdivision provisions
    - set-back requirements
    - strata title
    - Torrens title system
- data capture and set-out methodologies used in surveying
- data reduction techniques

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- industry-accepted methods for validating data to identify errors and discrepancies
- industry-accepted standards relating to subdivision survey design
- land tenure systems appropriate to relevant jurisdiction
- legislative, statutory and industry requirements and standards relating to:
  - cadastral surveying
  - local government building requirements
- methods for determining availability of existing services and costs of supply
- methods for setting up and calibrating surveying equipment
- organisational policies and procedures relating to:
  - completing records and documentation
  - health and safety when using the surveying equipment specified in the performance evidence
  - prioritising service requests
  - recording, storing and filing data
- possible community issues and repercussions relating to building permits
- reference and coordinate systems for surveying data, including Australian Height Datum and Map Grid of Australia
- local government approval and submission processes relating to subdivision survey design
- road alignment design and associated computations.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as specified in the performance evidence, including PPE
- specifications:
  - subdivision survey specifications, including relevant surveying, construction or engineering plans and drawings
  - equipment operating manual and manufacturer specifications
  - organisational policies, procedures and documentation relating to submission process
  - relevant legislative, statutory and industry requirements and standards relating to cadastral surveying and local government building requirements for the jurisdiction
- relationships with team members and supervisor:
  - supervision by a registered surveyor or licensed land surveyor is required in some jurisdictions
- relationships with clients:
  - client consultation required.

Timeframe:

- as specified by project requirements.

Assessor requirements

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As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS5046 Set out stormwater systems

Modification History

Release 1.

Replaces superseded non-equivalent CPPSIS5046A Design a stormwater system.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to set out stormwater systems and associated engineering structures using surveying methods and equipment. The unit covers using horizontal and vertical control techniques to set out marks and lines to define the position and level of design points on site. It also covers interpreting plans, maps and specifications to conduct measurements and calculations that ensure stormwater components and related engineering structures are in the correct plan position and at the correct reduced level. The unit requires the ability to measure, calculate and reduce surveying data, including fall of land and volume relating to contours, spot heights and cross-sections. It also requires the ability to check and validate measurements against specifications and complete set-out documentation.

The unit supports those who work under limited supervision in a surveying team.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Prepare for stormwater system set-out.	1.1. Project and client requirements for stormwater system are identified and interpreted.
		1.2. Relevant plans, maps and stormwater specifications are accessed and analysed to identify principal work activities.
		1.3. Equipment is selected and prepared according to manufacturer specifications and organisational requirements.
		1.4. Work is planned in consultation with ***appropriate persons*** to meet survey specifications and timeframes.
2.	Use control techniques for set-out.	2.1. Horizontal control points are located throughout the work area and coordinates are set out according to plans and specifications.
		2.2. Design points are set out from base lines by offsetting, and positions are checked to ensure correct tolerances according to specifications.
		2.3. Primary and secondary controls are used and accuracy is checked according to plans and specifications.
		2.4. Set-out pegs or markers are used to indicate base lines and offsets relative to the work area.
		2.5. Vertical control points are established to ensure design points are positioned at correct levels according to plans and specifications.
		2.6. Offsets and profiles are put in place to define the main lines of stormwater works and provide vertical controls.
		2.7. Measured surveying data is reduced and calculations, including fall of land and volume, are conducted according to industry-accepted standards and organisational requirements.
3.	Finalise stormwater system set-out.	3.1. Measurements are checked according to plans and specifications to ensure correct plan position and reduced level of set-out.

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3.2. Discrepancies between specifications and actual activities are identified and addressed or reported according to organisational requirements.

3.3. Stormwater system set-out is finalised and documentation completed according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• perform surveying calculations relating to height, distances, slope, angles and coordinates • use datum and contours to calculate fall of land and volume.
Oral communication skills to:	• ask questions to clarify task requirements • report and discuss project information.
Reading skills to:	• interpret graphical information in plans, drawings and contour maps.
Writing skills to:	• record field notes in a format that can be interpreted by a third party.
Technology skills to:	• connect observations to coordinate systems • set up, calibrate and operate surveying equipment.
Problem-solving skills to:	• identify and use primary and secondary controls to improve accuracy of measurements.

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Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least one of the following:

- client
- colleague
- engineer
- manager
- registered or qualified surveyor.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS5046 Set out stormwater systems

Modification History

Release 1.

Replaces superseded non-equivalent CPPSIS5046A Design a stormwater system.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also set out stormwater systems and associated engineering structures for two different projects.

While setting out the above stormwater systems and associated engineering structures, the person must:

- plan work tasks by checking plans, drawings, maps, specifications and control marks
- set out marks and lines to define position and level of design points on site using two of the following pieces of equipment:
  - hand-held laser measuring device
  - global navigation satellite system (GNSS)
  - level
  - tape
  - total station
- use horizontal and vertical control techniques to position design points and markers
- measure and calculate data within industry-accepted tolerances for accuracy
- comply with manufacturer specifications when using equipment
- check measurements to ensure accuracy of plan position and reduced level of set-out and address identified discrepancies
- reduce and manipulate surveying data
- communicate clearly with others to clarify and report project information
- comply with organisational and legislative requirements for:
  - identifying hazards, using personal protective equipment (PPE), and working safely
  - recording, storing and filing data
  - setting up and using surveying equipment.

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Knowledge Evidence

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

- mathematical concepts relating to algebra, trigonometry and geometry and their use in calculating spatial measurements
- methods for calculating fall of land and volume relating to:
  - contours and spot heights
  - cross-sections: mean area and end area using trapezoidal, prismoidal and Simpson's rules
  - regular objects, including cone, cylinder, pyramid, wedge, frustum and sphere
- methods for calculating surveying data and verifying its accuracy using primary and secondary controls
- methods for establishing a control network that meets specified tolerances
- methods for recording spatial data relating to set-out
- methods for setting up, levelling and calibrating equipment used to set out stormwater systems
- purpose of primary and secondary controls for set-out
- reference and coordinate systems for surveying data, including Australian Height Datum and Map Grid of Australia
- types of pegs and markers used during set-out and methods for ensuring their optimal placement on site
- types of stormwater systems and their purposes.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as specified in the performance evidence, including PPE
- specifications:
  - task specifications, drawings, maps and plans
  - organisational policies, procedures and documentation relating to work health and safety
- relationships with team members and supervisor:
  - working in a team.

Timeframe:

- as specified by project requirements.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the Standards for Registered Training Organisations (RTOs) current at the time of assessment.

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS5047 Conduct GNSS surveys

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5047A Conduct an advanced GNSS data collection and set out survey.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to conduct global navigation satellite system (GNSS) surveys for data collection and engineering set-outs, using GNSS equipment and suitable software to communicate with GNSS receivers. The unit covers project managing data collection activities, including planning collection methodologies and allocating work tasks in a team environment. The unit requires the ability to validate the accuracy of data and identify discrepancies between specifications and actual activities.

The unit supports those who work under limited supervision in a surveying team.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Prepare for GNSS	1.1. GNSS survey specifications and organisational

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	survey.		requirements are identified and analysed, and key activities and timelines are scheduled according to available resources.
		1.2.	Equipment is prepared according to survey and organisational requirements.
		1.3.	Survey methodology is planned to meet survey specifications and organisational requirements.
		1.4.	Existing survey control data is obtained and validated according to organisational requirements.
		1.5.	Set-out data is collated, validated, manipulated and uploaded into GNSS receiver.
		1.6.	Work responsibilities are allocated and communicated to ***appropriate persons*** according to survey and organisational requirements.
2.	Carry out GNSS surveying tasks.	2.1.	GNSS equipment is operated according to survey specifications and organisational requirements.
		2.2.	GNSS instruments are related to a reference system based on survey specifications.
		2.3.	GNSS data is collected using planned methodology according to survey specifications and organisational requirements.
		2.4.	GNSS measurements are validated and recorded on the reference system according to specifications.
3.	Finalise GNSS survey.	3.1.	GNSS software is used to process data according to survey specifications and organisational requirements.
		3.2.	Validation checks are completed according to specifications and organisational requirements.
		3.3.	Discrepancies between specifications and actual data are identified and addressed according to survey specifications and organisational requirements.
		3.4.	Survey is finalised and documentation completed according to organisational requirements.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Initiative and enterprise skills to:	• analyse and decide GNSS data collection methods.
Planning and organising skills to:	• plan and prioritise work to meet survey timeframes and resource constraints.
Numeracy skills to:	• analyse metadata and positional data, and set-out positional accuracy • solve problems relating to height, dimension, direction and position in actual operational activity and virtual representation.
Oral communication skills to:	• ask questions to clarify colleagues' understanding of delegated tasks.
Reading skills to:	• analyse graphical and technical information in maps, engineering drawings, field records and survey plots.
Writing skills to:	• record technical information in organisational documentation.
Technology skills to:	• access, manipulate, retrieve and archive data • calibrate and validate GNSS equipment.
Problem-solving skills to:	• select appropriate validation methods to verify accuracy of data.

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Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least one of the following:

- client
- colleague
- end user
- manager
- registered or qualified surveyor.

Unit Mapping Information

CPPSIS5047A Conduct an advanced GNSS data collection and set out survey

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS5047 Conduct GNSS surveys

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5047A Conduct an advanced GNSS data collection and set out survey.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also plan and conduct a global navigation satellite system (GNSS) survey for data collection and engineering set-outs for two different projects.

While conducting the above GNSS surveys, the person must:

- plan and document data collection methodologies that account for the following:
  - accessibility of marks
  - environmental considerations
  - field reconnaissance
  - GNSS methodology to be used
  - network design
  - placement of survey marks
  - work health and safety considerations
- schedule and allocate resources and work tasks
- collect data for GNSS positions, including differential methods
- operate GNSS equipment and software, as specified in the assessment conditions, to collect data appropriate to survey specifications
- communicate clearly with others to clarify and report work information
- analyse survey specifications, including:
  - cross-sections and plans
  - technical descriptions of surveying data and their requirements
- apply projection and datum parameters when using GNSS equipment and software
- comply with industry-accepted standards for validating accuracy of GNSS data
- comply with organisational requirements for:

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  - completing records and documentation
  - recording, storing and filing data
  - using and storing GNSS equipment
  - working safely and using personal protective equipment (PPE)
- use industry-accepted validation methods to test accuracy of data and identify errors and discrepancies.

Knowledge Evidence

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

- accuracy and precision requirements for GNSS data and network surveys
- GNSS data formats and collection methods
- industry-accepted methods for validating data to identify errors and discrepancies
- methods for accessing, manipulating, retrieving and archiving GNSS data
- organisational policies and procedures relating to:
  - health and safety relating to survey activities
  - reporting and documentation
  - using and allocating resources
  - using GNSS equipment and software
- projection and datum parameters required for GNSS equipment and processing software
- reference systems for GNSS data
- techniques for project management
- types of GNSS equipment and software and their uses.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - geodetic GNSS receiver
  - GNSS equipment, including equipment capable of differential and real time modes of operation
  - GNSS software application
  - PPE
- specifications:
  - survey specifications
  - organisational policies, procedures and documentation relating to work health and safety
- relationships with team members and supervisor:
  - working in a team.

Timeframe:

- as specified by project requirements.

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Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS5048 Conduct engineering surveys

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5048A Conduct an engineering survey.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to conduct an engineering survey based on specifications and information in construction or engineering designs. The unit covers using surveying equipment to measure, record and reduce surveying data. It requires the ability to validate the accuracy of data, and identify discrepancies between specifications and actual activities.

The unit supports those who work under limited supervision in a surveying team.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Prepare for engineering	1.1. Project requirements and specifications are identified and analysed to determine surveying data requirements

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	survey.		in consultation with ***appropriate persons***.
		1.2.	Key survey activities are planned according to available resources, project and organisational requirements.
		1.3.	Compliance with legal and statutory standards is planned according to project requirements.
2.	Carry out engineering surveying tasks.	2.1.	Surveying equipment is selected, calibrated and checked to ensure correct operation and functionality, and problems are reported or resolved according to manufacturer specifications.
		2.2.	Identified survey components are measured according to project requirements and specifications.
		2.3.	Measured surveying data is reduced according to project requirements and specifications.
		2.4.	Measurements are validated and recorded according to project specifications and organisational requirements.
		2.5.	Problems are identified and resolved, and contingencies managed according to organisational requirements.
3.	Finalise and report engineering survey results.	3.1.	Survey is finalised and checked for compliance with project and organisational requirements.
		3.2.	Appropriate persons are notified of survey results according to organisational requirements.
		3.3.	Survey documentation is completed and data archived according to project and organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Planning and organising skills to:	• plan and prioritise work to meet survey timeframes and resource constraints.

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Numeracy skills to:	• conduct precise measurements and computations relating to length, angle, elevation, area and volume.
Oral communication skills to:	• ask questions to clarify client requirements • explain and discuss survey results with appropriate persons.
Reading skills to:	• analyse graphical and technical information in construction and engineering drawings.
Writing skills to:	• prepare conformance and non-conformance reports • record technical information in organisational documentation.
Technology skills to:	• calibrate specialised surveying equipment.
Problem-solving skills to:	• select appropriate validation methods to verify accuracy of data.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least one of the following:	• client • colleague • end user • engineer • manager • registered or qualified surveyor.

Unit Mapping Information

CPPSIS5048A Conduct an engineering survey

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Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS5048 Conduct engineering surveys

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5048A Conduct an engineering survey.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also conduct two different engineering surveys.

While conducting the above engineering surveys, the person must:

- plan and document data collection methodologies that allow for contingencies
- analyse survey specifications, including:
  - cross-sections and plans
  - technical descriptions of surveying data and their requirements
- collect data appropriate to surveying specifications using three of the following pieces of surveying equipment:
  - echo sounder
  - global navigation satellite system (GNSS)
  - level
  - tape
  - total station
- communicate clearly with others to clarify and report work information
- comply with organisational and legal requirements for:
  - applying industry-accepted standards to measurements and computations
  - completing records and documentation
  - recording, storing and filing data
  - using, checking and storing surveying equipment
  - working safely and using personal protective equipment (PPE)
- interpret design information to identify components to be measured
- comply with industry-accepted standards for validating accuracy of surveying data and identifying errors and discrepancies

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- schedule work tasks to meet survey timeframes.

Knowledge Evidence

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

- accuracy and precision requirements for surveying data
- data reduction techniques
- industry-accepted methods for validating data to identify errors and discrepancies
- methods for calibrating surveying equipment
- methods for identifying and reporting non-conformities in collected surveying data
- organisational policies and procedures relating to:
  - health and safety relating to survey activities and work on construction sites
  - reporting and documentation
  - using the surveying equipment specified in the performance evidence
- project management techniques for scheduling work tasks and planning for contingencies
- key features of reference systems for surveying data.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as specified in the performance evidence, including PPE
- specifications:
  - survey specifications, including relevant construction or engineering plans and drawings
  - organisational policies, procedures and documentation relating to work health and safety
- relationships with team members and supervisor:
  - working in a team.

Timeframe:

- as specified by project requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS5049 Plan and implement surveying projects

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5049A Conduct an engineering surveying project.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to plan, monitor and finalise surveying projects to ensure that they meet client requirements and specifications. The unit covers organising resources and planning project tasks to manage risks and contingencies. It also covers project management tasks relating to stakeholder consultation, scheduling, measuring, recording and monitoring work progress. The unit requires knowledge of surveying techniques.

The unit supports those who work under limited supervision in a surveying team.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information service

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Plan surveying	1.1. Project, client and organisational requirements and associated activities are identified and clarified with

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	project tasks.		***appropriate persons***.
		1.2.	Characteristics of operating environment, and special equipment and resource requirements are identified according to organisational requirements.
		1.3.	Higher authorities are obtained to ensure resources and equipment operation comply with project and organisational requirements.
		1.4.	Survey design is interpreted to identify components to be measured and monitored, and constraints are identified according to project specifications.
		1.5.	Risk management strategies are planned and followed to ensure project complies with legal and statutory standards and organisational requirements.
		1.6.	Project activities and timelines are scheduled according to available resources, project and organisational requirements.
2.	Monitor surveying project.	2.1.	Agreed communication processes between client and other appropriate persons are implemented and maintained.
		2.2.	Project management mechanisms are implemented to schedule, measure, record, monitor and report work progress according to organisational requirements.
		2.3.	Problems are identified and resolved, and contingencies managed according to organisational requirements.
3.	Finalise surveying project.	3.1.	Project is finalised and checked for compliance with specifications and organisational requirements.
		3.2.	Appropriate persons are notified of project results according to organisational requirements.
		3.3.	Documentation is completed and data archived according to project and organisational requirements.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Planning and organising skills to:	• plan and prioritise work to meet survey timeframes and resource constraints.
Numeracy skills to:	• estimate time required for project duration.
Oral communication skills to:	• ask questions to clarify client requirements • inform clients and other stakeholders of project progress.
Reading skills to:	• analyse graphical and technical information in engineering plans • interpret consultant reports in project specifications.
Writing skills to:	• prepare project reports • record technical information in organisational documentation.
Technology skills to:	• use a computer and software to document reports.
Problem-solving skills to:	• apply risk control and contingency strategies to anticipated and identified problems.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least two of the following:	• client • colleague • end user

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- engineer
- manager
- registered or qualified surveyor
- stakeholder.

Unit Mapping Information

CPPSIS5049A Conduct an engineering surveying project

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS5049 Plan and implement surveying projects

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5049A Conduct an engineering surveying project.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also plan and implement two different surveying projects.

While planning and implementing the above surveying projects, the person must:

- analyse standards, specifications and information, including plans and drawings to determine project requirements, including necessary equipment and resources
- analyse the operating environment to ensure adequate equipment and resources
- communicate clearly with clients and stakeholders to clarify and report project information
- comply with organisational and legal requirements for:
  - completing records and documentation
  - recording, storing and filing data
- identify and manage project constraints and problems
- plan and implement risk management and contingency strategies
- prepare and document project reports
- use project management techniques to monitor projects to ensure they are completed within required timeframes and comply with specifications and standards.

Knowledge Evidence

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

- accuracy and precision requirements for surveying data
- data reduction and manipulation techniques
- industry-accepted methods for identifying errors and discrepancies in surveying data
- legislative, statutory and industry requirements and standards relating to work tasks
- methodologies for surveying data capture and data set-out

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- organisational policies and procedures relating to:
  - client and stakeholder consultation processes
  - health and safety relating to surveying activities
  - reporting and documentation
  - using and allocating resources
- project management techniques for scheduling, measuring and monitoring work progress and planning for risks and contingencies
- spatial data reference systems used for surveying
- surveying techniques.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer, software and ancillary hardware necessary to prepare surveying project reports
- specifications:
  - organisational policies, procedures and documentation relating to work health and safety
  - specifications for a surveying project, including relevant plans and drawings
- relationships with team members and supervisor:
  - working in a team.

Timeframe:

- as specified by project requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS5051 Apply land and planning law to surveying

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5051A Apply land and planning law to surveying.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to apply land and planning law to surveying. The unit covers marking out urban structures and identifying urban lots and related improvements using cadastral surveying methods and equipment. The unit also covers determining azimuth for identification and re-mark surveys, and undertaking mark-out surveys to fix front and rear corners, angles and line marks. It includes calculating identification surveys and preparing reports and sketches that identify physical constraints and environmental impacts. The unit requires the ability to set up, calibrate and use surveying equipment to measure, record and reduce surveying data; and to compile reports and sketches for submission to an approving authority as part of a development application. The unit requires knowledge of land and planning law, and of the submission process for local government building approvals.

The unit supports those who work under limited supervision in a surveying team, in areas such as town planning, surveying and mapping.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States where cadastral surveying must be undertaken under the supervision of a registered surveyor. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Determine survey requirements and azimuth.	1.1. Relevant information is gathered to determine survey requirements in consultation with ***appropriate persons***.
		1.2. Survey marks are located as indicated on survey plan.
		1.3. Position of parcel of land corners is established from identified survey marks.
		1.4. Right on boundary or parallel azimuth is established.
		1.5. Monumented and non-monumented occupations are used to establish an azimuth parallel to street boundary.
		1.6. Assumed azimuth is adopted to enable completion of field survey, and subsequent calculations and adjustments to swing onto azimuth are made.
		1.7. Azimuth derived from marks at opposite extremities of survey is calculated.
		1.8. Relationship between alignment marks, kerb lines, kerb as laid, and occupations is interpreted when azimuth is fixed using alignment marks, kerbs and occupations shown in alignment plans.
2.	Undertake mark-out survey and fix front and rear corners, angles and line marks.	2.1. Azimuth is established by direct or indirect means and front corners of allotment are fixed.
		2.2. Side fix is established for the allotment using occupations, and monuments or reference marks.
		2.3. Direct methods are used to establish positions of rear corners.
		2.4. Traverse and calculations from street azimuth and side fix are made to set out rear corners by indirect means.
		2.5. Requirement to use line marks on long or obstructed boundaries is identified.
		2.6. Suitable checking procedure to validate positioning of

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		all placed marks is identified and followed.
3.	Meet local government building requirements.	3.1. Re-mark surveys and local government siting requirements for the issue of building certificate are met. 3.2. Relevant survey regulations relating to supervision and accuracy of surveys, field procedures, and survey searching are adhered to. 3.3. Field notes are prepared according to organisational requirements and legal and statutory standards.
4.	Calculate identification survey.	4.1. Position of improvements in relation to boundaries is calculated using ***industry-accepted methods***. 4.2. Position of improvements in relation to set-out buildings is calculated using coordinate system.
5.	Prepare draft survey report and sketches.	5.1. Draft survey report and accompanying sketches are prepared for a re-mark survey according to organisational requirements. 5.2. Physical constraints and environmental impacts of development are incorporated into report.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Learning skills to:	• conduct research to identify survey information and task requirements .
Planning and organising skills to:	• plan and prioritise work to meet survey timeframes.
Numeracy skills to:	• conduct precise measurements and computations relating to length, angle, elevation, area and volume.

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Oral communication skills to:	• ask questions to clarify client requirements • discuss observations and evidence with appropriate persons.
Reading skills to:	• analyse graphical and technical information in construction and engineering drawings and survey plans • interpret legal information in land and planning laws.
Writing skills to:	• use templates to record field notes • write field notes that can be interpreted by a third party.
Technology skills to:	• connect equipment to coordinate systems • set up and calibrate specialised surveying equipment.
Problem-solving skills to:	• select appropriate validation methods to verify accuracy of data.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least two of the following:	• client • colleague • engineer • local government representative • manager • registered or qualified surveyor.
Industry-accepted methods must include at least one of the following:	• coordinate system • direct methods • indirect methods, such as radiations.

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Unit Mapping Information

CPPSIS5051A Apply land and planning law to surveying

Links

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Assessment Requirements for CPPSIS5051 Apply land and planning law to surveying

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5051A Apply land and planning law to surveying.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also apply land and planning law to two different surveying projects.

While applying land and planning law to above projects, the person must:

- accurately calculate position of improvements in relation to boundaries and set-out buildings
- apply road alignment design and associated computations with accuracy and precision
- check and validate position of all marks
- communicate clearly with others to clarify and report survey information
- comply with organisational requirements relating to:
  - completing records and documentation, including field notes
  - meeting local government building requirements
  - recording, storing and filing data
  - setting up and using surveying equipment
  - working safely and using personal protective equipment (PPE)
- comply with relevant legal and statutory requirements and standards to ensure accuracy of survey, field procedures and searches
- conduct research to obtain survey information relating to:
  - boundary dimensions
  - design information
  - land title information
  - topographic features
- apply traverse surveying techniques and calculations
- follow standard operating procedures to perform cadastral surveying tasks using two of the following pieces of surveying equipment:

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  - global navigation satellite system (GNSS)
  - level
  - tape
  - total station
- identify physical constraints and environmental impacts of planned developments, including those relating to two of the following:
  - drainage
  - easements
  - public reserves
  - sediment control
  - sewerage control
- implement project management mechanisms to ensure survey is completed within required timeframes and complies with specifications
- prepare clear and concise survey report and related sketches to accompany development application.

Knowledge Evidence

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

- accuracy and precision requirements for cadastral surveying data
- aspects of land and planning law impacting on surveying tasks, including:
  - common law and old system title
  - community title
  - crown land, alienation and native title
  - environmental protection
  - set-back requirements
  - strata title
  - Torrens title system
- data capture and set-out methodologies used in surveying
- data reduction techniques
- industry-accepted methods for validating surveying data to identify errors and discrepancies
- legislative, statutory and industry requirements and standards relating to cadastral surveying and local government building requirements
- methods for setting up and calibrating surveying equipment
- purpose of monuments in marking lines
- organisational policies and procedures relating to:
  - health and safety relating to survey activities
  - reporting and documentation
  - using the surveying equipment specified in the performance evidence
- possible community issues and repercussions relating to building permits

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- reference and coordinate systems for surveying data, including Australian Height Datum and Map Grid of Australia
- submission process for local government building approvals.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as specified in the performance evidence, including PPE
- specifications:
  - survey specifications, including relevant surveying, construction and engineering plans and drawings
  - local land and planning laws
  - organisational policies, procedures and documentation relating to work health and safety and complying with planning submission processes
- relationships with team members and supervisor:
  - supervision by a registered or licensed land surveyor is required in some jurisdictions.

Timeframe:

- as specified by project requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS5052 Integrate surveying datasets

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5052A Integrate surveying datasets.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to use technology and software applications to integrate spatial datasets captured using surveying methods and equipment. The unit covers importing or downloading, editing, checking and validating measured datasets. It also covers processing and comparing integrated datasets to check accuracy and resolve errors, and finalising the process by archiving data and completing documentation. The unit requires the ability to consult with appropriate persons to define project requirements and report outcomes; interpret field records, images and technical descriptions of data; and apply mathematical concepts used in surveying.

The unit supports those who work in a lead role in a surveying or spatial information services team.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised

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		text is used, further information is detailed in the range of conditions.
1.	Prepare to integrate surveying datasets.	1.1. ***Project specifications*** are identified in consultation with ***appropriate persons***. 1.2. Measured datasets are imported or downloaded into a processing package according to project specifications. 1.3. Measurements are checked, validated and recorded according to project specifications. 1.4. Data is edited according to project specifications and organisational requirements.
2.	Process surveying datasets.	2.1. Measured data is processed for comparison with dataset design using a processing package. 2.2. Measurements are validated and recorded according to project specifications. 2.3. Checks on integrated data are completed, and problems are identified and resolved or contingencies managed, according to organisational requirements.
3.	Finalise surveying dataset integration.	3.1. Documentation is promptly and accurately completed according to organisational requirements. 3.2. Appropriate persons are informed of results of dataset integration according to organisational requirements. 3.3. Data is archived according to project specifications and organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Initiative and	• select and apply different software applications to meet specific project requirements.

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enterprise skills to:

Numeracy skills to:	• apply mathematical concepts relating to depth, dimension, direction, height and position to check data measured through surveying activities.
Oral communication skills to:	• ask questions to clarify client and project requirements • seek advice to resolve problems.
Reading skills to:	• interpret field records, images and detailed technical descriptions of spatial data.
Writing skills to:	• record measurements with accuracy and precision.
Technology skills to:	• use a computer and software to manipulate and compare spatial data.
Problem-solving skills to:	• apply contingency measures to resolve identified errors.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Project specifications must include***:***	• constraints • deliverables • principal work activities.
Appropriate persons must include at least one of the following:	• client • field hand • manager • registered or qualified surveyor

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- site personnel.

Unit Mapping Information

CPPSIS5052A Integrate surveying datasets

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS5052 Integrate surveying datasets

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5052A Integrate surveying datasets.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also integrate two different surveying datasets.

While integrating the above surveying datasets, the person must:

- exercise precision when editing, processing, comparing, manipulating and archiving spatial data
- select and use industry-accepted processing packages to process surveying datasets into integrated format
- comply with legal requirements when accessing and managing spatial data
- apply contingency measures when solving problems relating to accuracy and compatibility of data
- comply with organisational requirements for:
  - communicating with clients and other appropriate persons
  - recording data and completing documentation
  - working safely when using screen-based equipment
- use industry-accepted methods for assessing the validity and integrity of spatial data and resolving errors.

Knowledge Evidence

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

- different types of surveying equipment used to capture spatial data
- legal requirements for accessing, storing, retrieving and archiving digital and hard copy spatial data, including data privacy and information copyright
- methods for comparing and checking different spatial datasets
- organisational requirements relating to:

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    - work health and safety
    - recording data
    - completing documentation
- key features of software applications used to compute measured spatial datasets
- spatial data capture methodologies
- spatial data formats and structures
- spatial data reduction techniques
- key features of spatial reference systems.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
    - computer with software appropriate for integrating surveying datasets
- specifications:
    - organisational policies, procedures and documentation relating to:
        - work health and safety
        - data privacy and information copyright
- physical conditions:
    - access to equipped work station
- relationships with team members and supervisor:
    - working in a team.

Timeframe:

- as specified by task and organisational requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS5053 Perform advanced surveying computations

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5053A Perform advanced surveying computations.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to perform advanced surveying computations to solve from a range of surveying and basic engineering-related problems. The unit covers applying mathematical concepts, computations and conversions relating to algebra, statistics, geometry and trigonometry. It also covers solving a range of surveying problems to identify errors and missing elements, and make necessary adjustments to computations. It requires the ability to analyse and evaluate spatial data as the basis for performing computations.

The unit supports those who work under limited supervision in a surveying team.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Prepare for	1.1. Task requirements are identified in consultation with

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	surveying computations.		***appropriate persons***.
		1.2.	Standards in relation to accuracy and tolerances are identified according to organisational requirements.
		1.3.	Computational equipment is selected according to task and organisational requirements.
2.	Solve advanced computation problems.	2.1.	Computations are performed on the coordinates of a traverse using computational equipment, and missing elements and coordinates are adjusted and computed.
		2.2.	Traverse information is reduced according to standards and task requirements.
		2.3.	Problems involving linear figures of parallel, constant or different width are identified and solved according to standards.
		2.4.	Road intersections involving different road widths are solved according to standards.
		2.5.	Computations are performed to maintain areas of closed figures according to industry-accepted standards.
		2.6.	Computations are performed on all elements of complex circular and reverse curves, and missing elements are solved according to industry-accepted standards.
3.	Finalise computations.	3.1.	Measurements and computations are checked to ensure accuracy according to industry-accepted standards and task requirements, and are adjusted as required.
		3.2.	Computations are finalised and recorded according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**

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Numeracy skills to:	• apply the principles of algebra, geometry and trigonometry to calculate area, height and missing lines • calculate linear, angular and height measurements.
Oral communication skills to:	• ask questions to clarify work task requirements and computational formulas • discuss solutions to advanced computational problems.
Reading skills to:	• interpret complex computational data provided in diagrammatic form.
Writing skills to:	• record computations and results using industry-accepted templates and formats.
Problem-solving skills to:	• identify errors with computational results by applying rigorous checking procedures.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least one of the following:	• client • experienced surveying colleague • manager • qualified surveyor.

Unit Mapping Information

CPPSIS5053A Perform advanced surveying computations

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS5053 Perform advanced surveying computations

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5053A Perform advanced surveying computations.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also accurately perform advanced computations for two different surveying tasks.

While performing the above advanced surveying computations, the person must:

- communicate clearly with others to clarify work tasks
- comply with organisational requirements and relevant standards essential to the accuracy of:
  - measurement, including circular geometry and trigonometry
  - calculating horizontal and vertical information
  - recorded computations
- exercise precision and accuracy in performing advanced surveying computations
- interpret statistics from adjustments relating to normal curve and distributions, and standard deviations and errors
- select and use the computational equipment specified in the assessment conditions, to perform advanced surveying computations
- solve computational problems relating to angular, linear and height observations
- transform east and north coordinates from one system to another
- check accuracy of computations and make necessary adjustments
- comply with organisational requirements relating to completing records and documentation.

Knowledge Evidence

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

- industry-accepted standards relating to accuracy and tolerances for surveying computations

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- methods for performing the following:
  - computing data from supplied field information
  - solving complex surveying computations
  - checking accuracy of computations to identify errors and solve problems
- organisational policies and guidelines relating to completing records and documentation.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - scientific or programmable calculator or a software application that includes surveying calculations
- specifications:
  - task requirements
- relationships with team members and supervisor:
  - working in a team.

Timeframe:

- as specified by task and organisational requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS5054 Perform geodetic surveying computations

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5054A Perform geodetic surveying computations.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to perform geodetic surveying computations to solve a range of geodetic surveying problems. The unit covers applying mathematical concepts and formulas to geodetic components and performing computations relating to reference surfaces and projection planes. It covers using techniques for data reduction and checking data. It requires the ability to analyse data to comply with standards, and to consult with others to clarify and report on work tasks.

The unit supports those who work under limited supervision in a surveying team.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Prepare for	1.1. Task requirements are identified and required geodetic

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	geodetic surveying computations.		computations determined in consultation with ***appropriate persons***.
		1.2.	Industry-accepted standards relating to accuracy and tolerances are identified according to organisational requirements.
		1.3.	Computational equipment is selected according to task and organisational requirements.
2.	Perform computations on reference surface.	2.1.	Relevant reference surface is selected according to required geodetic computations.
		2.2.	Geodetic data is reduced to identified reference surface according to industry-accepted standards and using computational equipment.
		2.3.	Geodetic components for reference surface are identified and computed according to industry-accepted standards.
		2.4.	Computations on reference surface are identified and performed according to standards.
		2.5.	Reference surface computations are checked and problems resolved according to standards and organisational requirements.
		2.6.	Reference surface (spheroid) coordinates are converted to projection plane coordinates according to standards.
3.	Perform computations on projection plane.	3.1.	Relevant projection plane is selected according to required geodetic computations.
		3.2.	Data is reduced to required projection plane according to standards.
		3.3.	Geodetic components for projection plane are identified and computed according to standards.
		3.4.	Projection plane coordinates are converted to reference surface (spheroid) coordinates according to standards.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• perform calculations relating to shape and size of the earth.
Oral communication skills to:	• ask questions to clarify client requirements.
Reading skills to:	• interpret complex computational data provided in diagrammatic form.
Writing skills to:	• record technical information in organisational documentation.
Technology skills to:	• use computing aids, including geodetic software.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least one of the following:	• client • colleague • end user • manager • registered or qualified surveyor.

Unit Mapping Information

CPPSIS5054A Perform geodetic surveying computations

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS5054 Perform geodetic surveying computations

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5054A Perform geodetic surveying computations.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also accurately perform geodetic surveying computations for two different surveying tasks.

While performing the above geodetic surveying computations, the person must:

- apply formulas to geodetic data and obtain correct results
- communicate clearly with others to clarify work tasks
- comply with organisational requirements and relevant standards essential to accuracy of:
  - calculating geodetic data
  - recording computations
- exercise precision and accuracy in geodetic computations
- perform calculations in a logical progression to solve geodetic surveying problems
- perform point to point calculations on:
  - projection plane
  - spheroid
- relate reference surfaces to geodetic components
- check accuracy of computations and resolve errors
- select and use the following computational equipment to perform geodetic surveying computations: scientific or programmable calculator or a software application that includes surveying calculations
- comply with organisational requirements relating to completing records and documentation.

Knowledge Evidence

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

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- industry-accepted standards relating to accuracy and precision for geodetic surveying data
- common terms used in geodetic surveying calculations
- computing aids and software used to perform geodetic computations
- data reduction techniques
- industry-accepted methods for validating data to identify errors and discrepancies
- methods to perform projection plane computations relating to the following:
  - angle or bearing calculations on Map Grid of Australia (MGA)
  - arc to chord corrections
  - grid bearings
  - grid convergence
  - latitude and longitude to grid coordinates
  - point and line scale factor
  - point to point calculations
  - project zone calculations
  - transforming coordinate axes
  - using MGA and Geocentric Datum of Australia software
  - zone to zone transformations
- methods to perform reference surface computations relating to the following:
  - meridian convergence
  - point to point calculations
  - principle radii
  - spheroidal distance from observed distance.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as specified in the performance evidence
- specifications:
  - task requirements
- relationships with team members and supervisor:
  - working in a team.

Timeframe:

- as specified by task and organisational requirements.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the Standards for Registered Training Organisations (RTOs) current at the time of assessment.

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS5057 Conduct precision surveys

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5057A Carry out a precision survey.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to conduct a precision survey, including techniques for precise levelling, precise setting out and industrial measurements, and detecting structural deflection and deformation. The unit covers preparing for precision surveying by analysing project specifications and information, and identifying and controlling risks and contingencies. The unit also covers selecting and using specialised equipment, attachments and instruments necessary for precise levelling and setting out, and checking horizontal and vertical movement of structures. The unit requires the ability to apply high level surveying computations to surveying problems, including conducting statistical analysis of measurements and errors to achieve specified accuracies and tolerances.

The unit supports those who work under limited supervision in a surveying team.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Prepare for precision survey.	1.1.	Project specifications, precision survey objectives, and accuracy requirements are identified in consultation with ***appropriate persons***.
		1.2.	Risks are identified and controlled, and contingencies managed according to organisational requirements.
		1.3.	Specialised equipment and attachments for precise levelling and setting out are determined and selected according to project specifications.
		1.4.	Precise levelling run is carried out and results are calculated and recorded according to organisational requirements.
2.	Apply techniques for precise setting out.	2.1.	Applications of specialised surveying techniques used for precise setting out are determined according to project specifications.
		2.2.	***Remote measuring systems*** to be used for industrial measurements are determined according to project specifications.
		2.3.	Set-out and observations are conducted according to project specifications, using instruments and attachments suitable for precise setting out.
3.	Detect structural deflection and deformation.	3.1.	Survey methods used to check horizontal movement of engineering structures and instruments used to monitor verticality of tall structures are determined.
		3.2.	Survey methods used to check vertical movement due to settlement of engineering structures caused by tunnelling and mining are determined.
		3.3.	Precision survey of an accuracy that will detect and monitor deformation or deflection of engineering structure is carried out according to project specifications.
4.	Finalise precision survey.	4.1.	Precision survey is finalised and checked according to project specifications and organisational requirements.

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4.2. Appropriate persons are notified of survey results according to organisational requirements.

4.3. Survey documentation is completed and data archived according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Planning and organising skills to:	• plan and prioritise work to meet survey timeframes.
Numeracy skills to:	• analyse measurements between two or more points to achieve accuracy and precision in calculations • conduct error analysis relating to angle, distance and height difference, observations, values and positional results.
Oral communication skills to:	• ask questions to clarify survey requirements • report details of survey results.
Reading skills to:	• analyse graphical and technical information in construction and engineering plans.
Writing skills to:	• prepare technical reports • record technical information in organisational documentation.
Technology skills to:	• calibrate specialist instruments and attachments.
Problem-solving skills to:	• apply risk control and contingency strategies to anticipated and identified problems.

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Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least one of the following:

- client
- colleague
- engineer
- manager
- registered or qualified surveyor.

Remote measuring systems must include at least one of the following:

- precise intersection techniques
- robotic instruments
- terrestrial photogrammetry.

Unit Mapping Information

CPPSIS5057A Carry out a precision survey

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS5057 Conduct precision surveys

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5057A Carry out a precision survey.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also conduct two different precision surveys.

While conducting the above precision surveys, the person must:

- analyse standards, specifications and information in plans and drawings to determine surveying and precision requirements
- apply precision surveying techniques, measurements and error analysis to achieve specified accuracies and precision tolerances
- carry out precise levelling run, using two of the following pieces of specialised equipment and attachments:
  - global navigation satellite system (GNSS)
  - gyro-theodolite
  - optical and digital level
  - optical reading instruments
  - total station (reflectorless)
  - total station (theodolite function)
- carry out precise setting out using one of the following instruments and attachments:
  - auto collimation and laser eyepieces
  - total stations
  - zenith and nadir auto plumb instruments
- carry out precise setting out using one of the following remote measuring systems:
  - precise intersection techniques
  - robotic instruments
  - terrestrial photogrammetry

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- use industry-accepted survey methods to detect and monitor deflection and deformation of structures
- communicate clearly with others to clarify and report project information
- comply with organisational and legal requirements for:
  - completing records and documentation
  - recording, storing and filing data
  - using, checking and storing surveying equipment
  - working safely and using personal protective equipment (PPE)
- plan and implement risk management and contingency strategies.

Knowledge Evidence

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

- accuracy standards and field procedures for high-precision horizontal and vertical control surveys
- basic application of electromagnetic measuring principles and techniques
- common terms used in precision surveying calculations
- data reduction techniques
- basic concepts of algebra, geometry and trigonometry
- industry-accepted methods for error analysis
- legislative, statutory and industry requirements and standards relating to work tasks
- methods for computing three-dimensional (3-D) coordinates and coordinate changes by intersection
- organisational policies and procedures relating to:
  - health and safety relating to survey activities
  - reporting and documentation
  - using specialised surveying equipment, attachments and instruments
- standard plan design and presentation conventions
- surveying methods used to detect horizontal and vertical movement of structures.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - PPE
  - specialised surveying equipment, attachments and instruments selected from those listed in the performance evidence
  - remote measuring system selected from those listed in the performance evidence
- specifications:
  - survey specifications, including relevant plans and drawings
  - organisational policies, procedures and documentation relating to work health and safety

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- relationships with team members and supervisor:
  - working in a team.

Timeframe:

- as specified by project requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS5058 Conduct geodetic surveys

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5058A Conduct geodetic surveying.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to conduct a geodetic survey based on specifications and client requirements. The unit covers project management tasks relating to scheduling, measuring, recording and monitoring work progress and planning for risks and contingencies. The unit also covers applying reference surfaces and projection planes to geodetic components, and performing geodetic calculations. The unit requires using specialist equipment to measure, record and reduce data, including global navigation satellite system (GNSS). The unit requires the ability to perform geodetic calculations, validate the accuracy of data, and identify discrepancies between specifications and actual activities. It also requires using a range of coordinate systems, such as Map Grid of Australia (MGA) and Geocentric Datum of Australia (GDA) to manage surveying data.

The unit supports those who work under limited supervision in a surveying team.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Prepare for geodetic survey.	1.1.	Project specifications are analysed to determine geodetic survey and client requirements in consultation with ***appropriate persons***.
		1.2.	Characteristics of operating environment and special equipment or resource requirements are identified according to organisational requirements.
		1.3.	Equipment is selected and checked according to manufacturer specifications to ensure correct operation and functionality according to manufacturer specifications.
		1.4.	Risk management strategies are devised and followed to ensure project complies with legal and statutory standards and organisational requirements.
2.	Plan geodetic survey.	2.1.	Key activities and timelines are scheduled according to available resources, and project and organisational requirements.
		2.2.	Design is interpreted to identify required surveying data according to project requirements.
		2.3.	Relevant reference surface and projection plane are selected for geodetic components.
		2.4.	Existing survey control data is obtained and validated according to project and organisational requirements.
3.	Carry out geodetic surveying tasks.	3.1.	Project management mechanisms are implemented to schedule, measure, record, monitor and report work progress according to organisational requirements.
		3.2.	Identified surveying components are measured according to project requirements and specifications.
		3.3.	Measured surveying data is reduced according to project requirements and specifications.
		3.4.	Measurements are validated and recorded according to project specifications and organisational requirements.
		3.5.	Discrepancies between specifications and actual

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			activities are identified and resolved, and contingencies managed according to organisational requirements.
4.	Finalise geodetic survey.	4.1.	Survey is finalised and checked for compliance with project and organisational requirements.
		4.2.	Appropriate persons are notified of survey results according to organisational requirements.
		4.3.	Survey documentation is completed and data archived according to project and organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Planning and organising skills to:	• plan and prioritise work to meet survey timeframes and resource constraints.
Numeracy skills to:	• apply geodetic formulas for point to point calculations on MGA • conduct precise measurements and calculations relating to shape and size of the earth.
Oral communication skills to:	• ask questions to clarify client requirements • inform clients and other stakeholders of project progress.
Reading skills to:	• analyse graphical and technical information in project specifications.
Writing skills to:	• record technical information in organisational documentation.
Technology skills to:	• calibrate instruments using GNSS software • use coordinate systems, including MGA and GDA.

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Problem-solving skills to:	• apply risk control and contingency strategies to anticipated and identified problems • select appropriate validation networks to verify accuracy of data.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least one of the following:	• client • colleague • end user • engineer • manager • registered or qualified surveyor.

Unit Mapping Information

CPPSIS5058A Conduct geodetic surveying

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS5058 Conduct geodetic surveys

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5058A Conduct geodetic surveying.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also conduct a geodetic survey for two different projects.

While conducting the above geodetic surveys, the person must:

- analyse standards, specifications and information, including plans and drawings to determine survey requirements
- prepare for the survey by analysing specifications and operating environment to ensure adequate equipment and resources
- carry out a precise global navigation satellite system (GNSS) traverse for survey control using two of the following pieces of equipment:
  - barometer
  - GNSS equipment
  - thermometer
- identify and apply relevant geodetic coordinate systems and reference points to survey activities
- measure and compute GNSS survey traverse components using GNSS equipment and appropriate software to aid geodetic calculations
- perform calculations in a logical progression to solve geodetic surveying problems
- use coordinate systems, including Map Grid of Australia (MGA) and Geocentric Datum of Australia (GDA) to manage surveying data
- communicate clearly with clients and stakeholders to clarify and report survey information
- comply with industry-accepted standards for validating accuracy of data and identifying errors and discrepancies
- comply with organisational and legal requirements for:
  - completing records and documentation
  - recording, storing and filing data

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  - using, checking and storing surveying equipment
  - working safely and using personal protective equipment (PPE)
- plan and implement project management mechanisms to ensure the survey is completed within required timeframes and project complies with specifications and standards
- plan and implement risk management and contingency strategies.

Knowledge Evidence

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

- accuracy and precision requirements for geodetic surveying data
- common terms used in geodetic surveying calculations
- coordinate systems that are compatible with GNSS, including MGA and GDA
- data reduction techniques
- industry-accepted methods for validating data to identify errors and discrepancies
- legislative, statutory and industry requirements and standards relating to work tasks
- organisational policies and procedures relating to:
  - health and safety relating to survey activities
  - reporting and documentation
  - using and allocating resources
  - using the equipment specified in the performance evidence
- project management techniques for scheduling, measuring and monitoring work progress and planning for risks and contingencies
- reference surfaces, projection planes and coordinate systems for geodetic components
- industry-accepted techniques for survey control
- standard survey plan design and presentation conventions.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as specified in the performance evidence, including PPE
- specifications:
  - organisational policies, procedures and documentation relating to work health and safety
  - survey specifications, including relevant plans and drawings
- relationships with team members and supervisor:
  - working in a team.

Timeframe:

- as specified by project requirements.

Assessor requirements

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As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS5060 Develop spreadsheets for spatial data

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5060A Use complex spreadsheets for spatial information.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to design and develop spreadsheets to enter, edit and format spatial data. The unit covers using functions and features of spreadsheet software, including linked spreadsheets, multiple documents and advanced mathematical formulas based on trigonometrical functions. The unit also covers work preparation activities, including evaluating tasks to identify design parameters and setting up software and spreadsheet templates to ensure quality and consistency in format and design. The unit requires the ability to use technology to apply advanced mathematical concepts to spatial data, including identifying and resolving errors relating to formulas and other spreadsheet functions.

The unit supports those who work in a lead role in a surveying or spatial information services team.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the Performance criteria describe the performance needed to

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essential outcomes.	demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Prepare for spreadsheet tasks.	1.1. Spreadsheet requirements for spatial data entry, storage, output, reporting and presentation are identified to determine task requirements in consultation with ***appropriate persons***.
	1.2. Tasks are evaluated to identify design parameters, required mathematical formulas and areas where automation would increase efficiency according to task requirements.
	1.3. Software is set up and checked to ensure functionality and capacity to meet task and organisational requirements.
2. Set up spreadsheets.	2.1. Spreadsheet templates are developed and edited to standardise spreadsheet operation and ensure quality and consistency in format and design.
	2.2. Linked worksheet solution is developed using software functions and formulas to meet task requirements.
	2.3. Worksheets are formatted to incorporate cell and data attributes, formulas and graphs with labels and titles.
	2.4. Formulas are tested to confirm that output meets task requirements and errors are identified and resolved or contingencies managed.
3. Use functions and features of spreadsheet software.	3.1. Spatial data is entered, checked and edited according to task and organisational requirements.
	3.2. Spatial data is imported and exported between compatible spreadsheets, and host documents are adjusted according to task requirements.
	3.3. Software documentation and online help are used to overcome problems with spreadsheet design and production.
	3.4. Spreadsheets, including graphs, are produced and stored according to organisational requirements.

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4.	Finalise spreadsheets.	4.1. Completed spreadsheets are protected to prevent accidental corruption and are archived according to organisational requirements.
		4.2. Documentation is completed and appropriate persons are informed of results according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Initiative and enterprise skills to:	• translate spatial data into spreadsheet design and layout.
Numeracy skills to:	• use mathematical formulas involving trigonometrical functions • use spreadsheet functions that use mathematical and statistical terms, including absolute, value, integer, square root, standard deviation, and simple if functions.
Oral communication skills to:	• ask questions to clarify spreadsheet requirements.
Reading skills to:	• interpret cell references • interpret information in graphs.
Writing skills to:	• incorporate headings and labels into spreadsheets to enhance meaning of spatial data.
Technology skills to:	• create multi-page and linked documents • use querying commands to obtain information from databases.

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Problem-solving skills to:	• resolve problems with data compatibility.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least one of the following:	• client • end user • manager.

Unit Mapping Information

CPPSIS5060A Use complex spreadsheets for spatial information

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS5060 Develop spreadsheets for spatial data

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5060A Use complex spreadsheets for spatial information.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also develop three spreadsheets for different spatial data, in which the work must involve:

- linking spreadsheets
- multiple documents
- advanced mathematical formulas based on trigonometrical functions.

While developing the above spreadsheets for spatial data, the person must:

- analyse task requirements and evaluate work tasks as the basis for designing data layout, formulas and areas of automation
- communicate clearly with others to clarify work tasks and notify task results
- comply with organisational and legal requirements for:
  - accessing spatial data, including data privacy and information copyright
  - completing records and documentation
  - naming, storing and archiving spreadsheets
- design and develop spreadsheet templates which ensure consistency in format, font type and size across multiple documents
- develop spreadsheets using a range of complex software functions and formulas, including:
  - cell and data attributes
  - cell protection
  - embedding cell references in formulas
  - graphs
  - headers and footers

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    - headings and labels
    - importing and exporting data
    - relative and absolute cell references
- edit and proofread spreadsheets to check for accuracy and data consistency, including checks for correct formula function and output
- identify errors and solve problems relating to data and spreadsheets
- preserve the integrity and accuracy of spatial data during import and export process
- use industry-accepted techniques to save and protect spreadsheets and data from corruption.

Knowledge Evidence

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

- advanced functions of spreadsheet software applications, including linking spreadsheets and using formulas
- display principles, including:
    - colour
    - composition
    - font type
    - legends
    - size
    - text and line style
- methods for applying trigonometrical functions to formulas in spreadsheets
- organisational requirements for:
    - completing records and documentation
    - preparing, naming, saving and archiving spreadsheet files.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
    - computer with access to appropriate spreadsheet software
    - printer
- specifications:
    - organisational policies, procedures and documentation relating to data privacy and information copyright
- physical conditions:
    - access to equipped work station
- relationships with team members and supervisor:
    - working in a team.

Timeframe:

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- as specified by client and project requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS5061 Locate underground services in surveying practice

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5061A Locate underground services in surveying practice.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to locate underground services in surveying practice. The unit covers using specialised surveying equipment and electronic locating and geophysics methods, such as electro-magnetic detecting and ground penetrating radar, to identify and interpret targets on lines of subterranean assets. The unit also covers project management tasks relating to scheduling, recording, monitoring and reporting work progress, and planning for risks and contingencies. The unit requires the ability to perform surveying calculations and data reductions, read and interpret Dial Before You Dig (DBYD) plans, and to output data using equipment software.

The unit supports those who work under limited supervision in a surveying team.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States. This unit may also require adherence to AS5488 Classification of Subsurface Utility Information (SUI). Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised

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essential outcomes.		text is used, further information is detailed in the range of conditions.
1.	Plan location processes.	1.1. Project objectives, principal work activities, and constraints are identified and documented in consultation with ***appropriate persons***.
		1.2. Geophysics methods to locate services and spatial data requirements are determined.
		1.3. Details of instruments and basic surveying techniques to be used are evaluated and determined according to project objectives.
		1.4. Surveying equipment is selected, calibrated and verified according to manufacturer specifications.
		1.5. Work is scheduled to be completed within available time according to organisational requirements.
2.	Carry out surveying tasks.	2.1. Project management mechanisms are implemented to schedule, measure, record and report work progress according to organisational requirements.
		2.2. Underground services are located and required components measured and marked according to project specifications.
		2.3. Surveying equipment is used to collect and scrutinise spatial data to determine targets on lines of subterranean assets.
		2.4. Measured spatial data is reduced to project reference system for comparison with design.
		2.5. Measurements are validated and recorded according to project specifications, organisational requirements and standards.
		2.6. Problems are identified and resolved, and contingencies managed according to organisational requirements and plans.
3.	Finalise location processes.	3.1. Location processes are finalised and achievements reviewed against project and organisational requirements.

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3.2. Appropriate persons are notified of results according to organisational requirements.

3.3. Documentation is completed and spatial data archived according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Numeracy skills to:	• conduct surveying measurements and calculations relating to depth, dimension, direction, flow rates, position and angle.
Oral communication skills to:	• ask questions to clarify project requirements.
Reading skills to:	• analyse graphical and technical information in cross-sections and plans • interpret and comply with DBYD plans.
Writing skills to:	• record technical information in organisational documentation.
Technology skills to:	• use geodetic software to output measured data.
Problem-solving skills to:	• apply risk control and contingency strategies to anticipated and identified problems • select appropriate validation methods to verify accuracy of data.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are

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included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least two of the following:	• asset owner • client • colleague • end user • engineer • manager • registered or qualified surveyor.

Unit Mapping Information

CPPSIS5061A Locate underground services in surveying practice

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS5061 Locate underground services in surveying practice

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5061A Locate underground services in surveying practice.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also locate underground services in surveying practice for two different projects.

For each of the above projects, two of the following pieces of equipment must be used:

- electro-magnetic equipment
- ground penetrating radar
- global navigation satellite system (GNSS)
- level
- total station.

While locating underground services in the above projects, the person must:

- plan work activities to identify and manage potential constraints, including those relating to:
  - confined spaces
  - traffic control
  - work health and safety
- prepare for survey by analysing specifications and operating environment to ensure adequate equipment and resources
- plan and implement project management mechanisms to ensure work is completed within required timeframes and that project complies with specifications and standards, including Dial Before You Dig (DBYD) requirements
- plan and implement risk management and contingency measures, including two of the following tools and strategies:
  - DBYD

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    - non-destructive digging
    - pipe and cable tracers, including transmitter and receiver
    - pipe cameras
    - sonde
- analyse electronic and radar data to determine subterranean assets
- communicate clearly with clients and stakeholders to clarify and report project information
- comply with industry-accepted standards for validating accuracy of data and identifying errors and discrepancies
- comply with organisational and legal requirements for:
    - completing records and documentation
    - recording, storing and filing data
    - using, checking and storing equipment
    - working safely to identify and control hazards and risks, including those relating to traffic control and confined spaces, and to use personal protective equipment (PPE)
- use one the following geophysics methods to locate and measure underground services and components:
    - electro-magnetic locating
    - ground penetrating radar acquisition
    - interpreting presented data, including DBYD and other relevant evidence
    - spraying targets on the ground.

Knowledge Evidence

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

- accuracy and precision requirements for locating underground services
- data reduction and manipulation techniques
- electro-magnetic and geophysics methods used for locating underground services
- basic concepts of algebra, geometry and trigonometry that relate to locating underground services
- industry-accepted methods for validating data to identify errors and discrepancies
- legislative, statutory and industry requirements and standards relating to work tasks
- methods for identifying targets on lines of radar
- organisational policies and procedures relating to:
    - client and stakeholder communication
    - contacting relevant utility providers
    - health and safety relating to work activities
    - reporting and documentation
    - using the equipment specified in the performance evidence
- procedures for calibrating specialised surveying equipment
- project management techniques for scheduling, measuring and monitoring work progress and planning for risks and contingencies

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- relevant industry standards, including AS5488 Classification of Subsurface Utility Information (SUI).

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as specified in the performance evidence, including PPE
- specifications:
  - task specifications, including relevant plans and drawings
  - organisational policies, procedures and documentation relating to work health and safety
  - AS5488 Classification of Subsurface Utility Information (SUI)
- relationships with team members and supervisor:
  - working in a team.

Timeframe:

- as specified by project requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS5062 Conduct photogrammetric mapping

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5062A Conduct photogrammetric mapping.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to interpret information from various types of image data to conduct photogrammetric mapping. The unit covers assessing the survey area and project requirements to determine the types and possible sources of image data to meet project specifications as well as identifying constraints. The unit also covers visually analysing image data against spatial reference systems and ground controls for photogrammetric mapping. The unit requires the ability to measure and calculate information obtained from image data; identify and resolve problems; and implement project management techniques.

The unit supports those who work in a lead role in a spatial information services team in cartography, mapping and geographic information systems (GIS).

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Apply photogrammetric data to project.	1.1. Project specifications are identified, and survey area and ***photogrammetric data*** are analysed and applied to project plan.
		1.2. Possible sources of image data for mapping purposes are identified according to project specifications.
		1.3. Properties and constraints of different types of image data are identified according to project specifications.
2.	Calculate information from image data.	2.1. Image data is accessed and spatial reference systems are used to clarify properties according to project specifications.
		2.2. Ground controls targeted for photogrammetric mapping are checked to enhance understanding of image data.
		2.3. Scale of digital and hard copy image data is determined and calculated.
		2.4. Problems involving acquired image data are identified and resolved according to organisational requirements.
3.	Interpret and store image data.	3.1. Information from acquired photogrammetric data is used to meet project specifications.
		3.2. Captured data is stored according to organisational requirements.
		3.3. Documentation is completed according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Initiative and	• apply spatial reference systems to compare data images.

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enterprise skills to:

Learning skills to:	• conduct research to source photogrammetric data.
Numeracy skills to:	• solve complex problems relating to height, depth, dimension, direction and position in actual operational activity and virtual representation.
Oral communication skills to:	• ask questions to clarify data image requirements.
Reading skills to:	• analyse graphical and technical information from maps and photographs.
Writing skills to:	• document technical detail in project plan.
Technology skills to:	• use a computer and software to manipulate and set out image data.
Problem-solving skills to:	• apply ground controls to aerial photographs.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Photogrammetric data must include at least two of the following:	• aerial survey • computer vision • geoinformatics • geomatics engineering images • GeoPhoto • stereoplotter

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- three-dimensional data acquisition and object reconstruction
- videogrammetry.

Unit Mapping Information

CPPSIS5062A Conduct photogrammetric mapping

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS5062 Conduct photogrammetric mapping

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5062A Conduct photogrammetric mapping.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also conduct photogrammetric mapping of data images from a range of sources for two different projects.

While conducting the above photogrammetric mapping, the person must:

- analyse project specifications to clarify the types of image data required and the project survey area, which include:
  - aerial photographs
  - other forms of digital data in the horizontal or vertical plane
- develop a project plan and implement project management techniques to plan, schedule, monitor and report on project activities
- apply ground controls for photogrammetric mapping, including:
  - pre-marked targets
  - primary ground control
  - post-marked targets
  - secondary control
- analyse photogrammetric images to calculate information and measure and identify scale
- communicate clearly with others to clarify and negotiate project tasks
- comply with organisational requirements relating to:
  - completing records and documentation
  - health and safety when using screen-based equipment
  - data privacy and information copyright
- identify and resolve constraints and problems with image data
- record and interpret statistics with accuracy and precision
- research and access sources of photogrammetric data

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- use a computer and software applications to access, analyse and store photogrammetric data.

Knowledge Evidence

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

- legal and administrative requirements for accessing, using and storing photogrammetric data, including data privacy and information copyright
- organisational policies and procedures relating to:
  - accessing and formatting image data and managing quality
  - health and safety when using screen-based equipment
- possible sources of image data
- properties and characteristics of photogrammetric data used in mapping
- relevant industry requirements and standards relating to photogrammetric mapping
- requirements for ground control in the photogrammetric process
- set out and format requirements for image data
- key features of spatial reference systems relating to photogrammetric mapping.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer and software applications appropriate to conducting photogrammetric mapping
- specifications:
  - organisational policies and procedures relating to:
    - work health and safety
    - data privacy and information copyright
  - project specifications
- physical conditions:
  - access to equipped work station
- relationships with team members and supervisor:
  - working in a team.

Timeframe:

- as specified by project requirements.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the Standards for Registered Training Organisations (RTOs) current at the time of assessment.

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CPPSIS5064 Coordinate GIS data manipulation and analysis

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5064A Manipulate and analyse GIS data.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to coordinate geographic information system (GIS) data manipulation and analysis to meet client specifications. The unit covers analysing client needs and GIS data format requirements and developing procedures; assessing the applicability of existing tools, models, theories and applications; and developing models to achieve the required outcome, including feasible parameters, equations and assumptions. The unit also covers verifying data source integrity and manipulating and analysing data for presentation. The unit requires the ability to use computers and GIS software as well as querying and programming languages to capture geographic information, obtain information from databases, and create layers on maps. It also requires the ability to comply with organisational and legal requirements relating to client consultation and data ownership.

The unit supports those who work in a lead role in a surveying or spatial information services team in areas such as surveying, town planning, cartography, mapping and GIS.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the Performance criteria describe the performance needed to

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essential outcomes.	demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Prepare to meet client GIS data needs.	1.1. Client requirements and project specifications for GIS data format are determined in consultation with ***appropriate persons***.
	1.2. Parameters for data manipulation and analysis are specified according to project specifications.
	1.3. New procedures for manipulating and analysing data to meet project specifications are documented.
2. Establish GIS data models.	2.1. Applicability of existing tools, models, theories, applications and solutions is reviewed against project specifications.
	2.2. Feasible parameters, equations and assumptions are developed according to project specifications.
	2.3. Models are established to meet project specifications according to organisational requirements.
3. Manipulate and analyse GIS data.	3.1. Processes for data manipulation and analysis are determined and used to meet project specifications.
	3.2. Source data limitations and other restricting factors are analysed to ensure data integrity, and problems are identified and resolved or contingencies are managed.
	3.3. Data is isolated and retrieved from source, and interrogated to ensure reliability according to project specifications.
	3.4. Data is manipulated and prepared for presentation media, and project is finalised according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to

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performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Initiative and enterprise skills to:	• translate client requirements into model design.
Numeracy skills to:	• perform data reductions.
Oral communication skills to:	• negotiate data solutions with clients.
Reading skills to:	• interpret graphical information in maps • interpret technical information obtained from external datasets.
Writing skills to:	• record details of quality improvements.
Technology skills to:	• use querying commands to obtain information from databases • use a computer and software to create layers on maps.
Problem-solving skills to:	• identify deficiencies in existing procedures and models.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least one of the following:	• client • colleague • end user • manager • spatial data supplier.

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Unit Mapping Information

CPPSIS5064A Manipulate and analyse GIS data

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS5064 Coordinate GIS data manipulation and analysis

Modification History

Release 1.

Replaces superseded equivalent CPPSIS5064A Manipulate and analyse GIS data.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also coordinate geographic information system (GIS) data manipulation and analysis to meet client needs for two different projects.

While coordinating the above GIS data manipulation and analysis projects, the person must:

- negotiate with clients regarding data format requirements
- conduct research to source geographic information
- develop parameters, equations and assumptions to meet task requirements
- develop procedures and establish models for data analysis that meet established client specifications for data format
- analyse data sources to verify data integrity to ensure:
  - accuracy
  - completeness
  - confidence limits
  - currency
  - quality
  - resolution
  - scale
- build up elements of a database
- capture geographic information
- manipulate and analyse datasets using general query and programming languages, scripts and command lines
- use GIS software to manipulate and analyse data for display on a map
- comply with organisational and legal requirements for:
  - client consultation

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  - data ownership, including accessing and using spatial data, including copyright, intellectual property, data privacy and trade practices
- comply with organisational requirements for recording data and completing documentation, and using screen-based equipment.

Knowledge Evidence

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

- data reduction and manipulation techniques
- database structures and spatial features of databases
- line instructions and programming languages to capture geographic information
- methods for creating layers on maps
- querying and browsing techniques for obtaining information from databases
- types of spatial data formats
- organisational and legal requirements for accessing and using spatial data, including copyright, intellectual property, and trade practices
- organisational policies and procedures relating to:
  - accessing, recording and storing spatial data
  - communicating with clients and end users
  - completing records and documentation
  - custodianship of data
  - using computer systems and software to manipulate GIS data.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer and software appropriate for manipulating GIS data
- specifications:
  - organisational policies, procedures and documentation relating to data privacy and information copyright
- physical conditions:
  - access to equipped work station
- relationships with team members and supervisor:
  - working in a team.
- relationships with clients:
  - client consultation required.

Timeframe:

- as specified by task and organisational requirements.

Assessor requirements

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As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS5065 Design basic engineering structures

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to design and create drawings for basic engineering structures. Basic engineering structures refer to small scale designs for structures, such as rural or urban roads, railway, and sewer and stormwater drainage lines. The unit covers interpreting plans and design standards and specifications, organising resources, and using surveying methods and equipment to conduct measurements and calculations and develop a design. The unit also covers preparing design documents and accompanying forms to gain engineering construction approval, and creating engineering drawings using design software functions and features. The unit requires the ability to perform calculations appropriate to the engineering structure, including volume relating to contours, spot heights and cross-sections. It also requires the ability to check and validate measurements against specifications and complete reports and documentation, including a schedule of quantities (SOQ). The unit requires knowledge of key design features of basic engineering structures.

The unit supports those who work under limited supervision in a surveying team.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Organise resources for design work.	1.1. Plans, maps, planning approvals, and design and drafting ***specifications*** are identified, accessed and analysed to define type of engineering structure, principal work activities, and constraints.
		1.2. Characteristics of operating environment and equipment and resource requirements are identified according to organisational requirements.
		1.3. Surveying equipment and tools are selected, calibrated and checked to ensure correct operation and functionality according to manufacturer specifications.
		1.4. Work is planned in consultation with ***appropriate persons*** to meet safety requirements, project specifications and timeframes.
2.	Develop design of basic engineering structure.	2.1. Equipment is used to perform measurements and calculations according to ***design type***, project specifications and organisational requirements.
		2.2. Design plan is developed based on calculations and according to project specifications.
		2.3. Natural surface terrain model is developed according to project specifications.
		2.4. Vertical alignment is designed according to project specifications.
		2.5. Plot design, natural surface cross-section and long section plots are designed according to project specifications.
		2.6. Measurements are checked to ensure correct size, plan position and reduced level according to plans and specifications, and problems are resolved or reported.
		2.7. Report is generated on set-out information and existing plans are edited according to organisational

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			requirements.
3.	Create engineering drawings.	3.1.	Hardware and software systems are set up and used according to organisational requirements.
		3.2.	Drawing menus and drawing defaults are customised to suit project specifications according to organisational requirements.
		3.3.	Drawings for basic engineering structure are created using available software ***drawing functions and features*** to meet project specifications.
		3.4.	Drawing entities are linked to database attributes to suit project specifications.
		3.5.	Supplementary data is extracted from existing engineering drawings to meet project specifications.
		3.6.	Detailed views are created using various scales to meet project specifications.
		3.7.	Plots are produced at required scale to meet project specifications.
		3.8.	Files are saved in various formats according to organisational requirements.
		3.9.	Entities are produced from drawing files or database and listed in required format to meet project specifications.
4.	Finalise drawings of structure.	4.1.	Drawings and SOQ are finalised and checked for compliance with project specifications and organisational requirements.
		4.2.	Appropriate persons are notified of results according to organisational requirements.
		4.3.	Documentation is completed and spatial data archived according to organisational requirements.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Initiative and enterprise skills to:	• translate specifications into design.
Planning and organising skills to:	• prioritise work to meet project timeframes.
Numeracy skills to:	• apply understanding of height, depth, dimension and position to actual operational activity and virtual representation • perform surveying calculations relating to height, distances, slope, angles and coordinates • reduce surveying data to required levels.
Oral communication skills to:	• ask questions to clarify design requirements.
Reading skills to:	• interpret graphical information in plans, drawings and maps • interpret technical drawing standards.
Writing skills to:	• record field notes in a format that can be interpreted by a third party.
Technology skills to:	• connect surveying equipment to coordinate systems • load spatial data into software applications.
Problem-solving skills to:	• identify non-conforming aspects of design.

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Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Specifications must include at least one of the following:

- industry-accepted standards and specifications
- local government design standards and specifications
- state government design standards and specifications.

Appropriate persons must include at least one of the following:

- client
- colleague
- engineer
- registered or qualified surveyor
- manager.

Design type must include at least one of the following:

- railway
- rural road
- sewer line
- stormwater drainage line
- urban road
- other basic engineering structure.

Drawing functions and features must include at least eight of the following:

- batters
- chainages
- dimensions
- drawing features, such as polylines and texts
- drawing functions
- edit functions
- horizontal and vertical alignments
- isometrics and perspectives
- longitudinal sections and cross sections
- macros
- methods for drawing lines
- plotting and printing
- plotting in two dimensions (2-D)
- super elevation
- using attributes to make project report
- using geospatial techniques
- vertical curves

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- view displays
- volumes
- working with layers
- three-dimensional (3-D) techniques, including displaying 3-D views.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS5065 Design basic engineering structures

Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also prepare a design and drawings for two projects using a basic engineering structure from one of the following categories:

- railway
- rural road
- urban road
- sewer line
- stormwater drainage line
- other basic engineering structure.

While designing the above basic engineering structures and creating related drawings, the person must:

- communicate clearly with others to clarify and report project information
- comply with organisational and legislative requirements for:
  - identifying hazards and working safely, using personal protective equipment (PPE)
  - recording, storing and filing data
  - reporting and completing documentation
  - setting up and using surveying equipment
- comply with manufacturer specifications when calibrating and using equipment
- create designs for basic engineering structures which include:
  - construction layout
  - cul de sac design
  - kerb returns
  - long section plots
  - natural surface cross-section

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  - natural surface terrain model
  - plot design
  - vertical alignment design
- create drawings that comply with design requirements, including:
  - data extracted from existing engineering drawings
  - drawing entities that are linked to database attributes
  - producing drawings, views and plots at required scale
- create, extract and output information from engineering plans
- organise resources and equipment appropriate to perform required work tasks
- perform advanced data reduction techniques to reduce and manipulate surveying data
- perform calculations appropriate to the type of engineering structure within industry-accepted tolerances for accuracy
- plan work tasks by checking plans, drawings, maps and specifications
- prepare the drawing environment by setting up the hardware and software system, drawing defaults and customising menus
- measure components and design specifications within industry-accepted tolerances for accuracy and using two of the following pieces of equipment:
  - hand-held laser measuring device
  - global navigation satellite system (GNSS)
  - level
  - total station
- save drawing files in a range of formats relating to the design software, including one of the following:
  - data exchange format (DXF)
  - format used in triangulation process to define position of points and triangles (PTS)
  - Excel spreadsheet format (XLS)
- use a broad range of software features and functions to produce engineering drawings.

Knowledge Evidence

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

- calculations relating to the design of basic roads, including:
  - cross-sections
  - cut and fill volumes
  - grades and levels of grades
  - grade intersections
  - vertical curves, including levels and length
- drawing software display principles, including:
  - colour
  - composition
  - font type

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    - legends
    - media
    - scale
    - size
    - text and line style
- industry drawing standards, data formats, and precision and accuracy requirements for preparing engineering drawings using software
- key design considerations for the basic engineering structures specified in the performance evidence
- methods for calculating volume relating to:
    - contours and spot heights
    - cross-sections: mean area and end area using trapezoidal, prismoidal and Simpson's rules
- methods for calculating surveying data and verifying its accuracy
- methods for setting up, levelling and calibrating equipment
- reference and coordinate systems for surveying data, including Australian Height Datum and Map Grid of Australia
- standard construction and engineering plan design and presentation conventions.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
    - as specified in the performance evidence, including PPE
- specifications:
    - job specifications, drawings, maps and related engineering plans
    - organisational policies, procedures and documentation relating to work health and safety
- physical conditions:
    - access to equipped work station
- relationships with team members and supervisor:
    - working in a team.

Timeframe:

- as specified by project requirements.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the Standards for Registered Training Organisations (RTOs) current at the time of assessment.

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Links

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CPPSIS6021 Conduct open pit mine surveys

Modification History

Release 1.

Replaces superseded equivalent CPPSIS6021A Conduct open mine pit surveying.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to conduct open pit mine surveying operations to meet client specifications. The unit covers project management activities relating to scheduling, measuring, recording, monitoring and reporting work progress, organising resources and equipment, and planning for risks and contingencies. The unit also covers presenting schematic models of areas that may have mineral deposits to identify projects, and organising resources and planning to support an open pit mine surveying operation. The unit requires the ability to implement open pit mine surveying operations using specialist equipment to measure identified components of an open pit mine; capture and reduce data; create mine drawings; and comply with standards, legislation and regulations applicable to the mining industry. It requires knowledge of surface mining operations.

The unit supports those who work in a technical management role in an open pit mine environment.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States where mining surveying must be undertaken under the supervision of a registered surveyor. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Prepare for open pit mine survey.	1.1. Open pit mine surveying objectives and specifications are identified in consultation with ***appropriate persons***.
		1.2. Processes and procedures involved in exploring mineral deposits are planned according to organisational requirements.
		1.3. ***Required mining methods*** are detailed according to project specifications and organisational requirements.
2.	Plan open pit mine survey.	2.1. Surveying objectives, deliverables, constraints, work activities and surveying resource and equipment needs are identified and documented according to spatial data specifications and organisational requirements.
		2.2. Project management mechanisms are implemented to schedule, measure, record and report progress of activities in relation to agreed schedule and plans.
		2.3. Agreed communication processes between client and other appropriate persons are implemented and maintained.
		2.4. Risk management and contingency strategies are followed to ensure project complies with legal and statutory standards and organisational requirements.
3.	Carry out open pit mine surveying tasks.	3.1. Identified spatial components of open pit mine are accurately measured or set out according to project specifications.
		3.2. Measured spatial data is reduced to project reference system for comparison with design.
		3.3. Mine drawings are created to meet project specifications.
		3.4. Captured data is used to calculate mine volumes

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			according to project specifications.
		3.5.	Measurements are validated and recorded according to organisational requirements.
		3.6.	Problems are identified and resolved, and contingencies managed according to organisational requirements.
4.	Finalise and report open pit mine survey outcomes.	4.1.	Project is finalised and checked for compliance with project specifications and organisational requirements.
		4.2.	Appropriate persons are notified of project results according to organisational requirements.
		4.3.	Documentation is completed and spatial data archived according to project and organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Planning and organising skills to:	• plan and prioritise work to meet contract and resource constraints.
Numeracy skills to:	• conduct precise measurements and calculations relating to height, depth, dimension, direction, position and volumes in actual operational activity and virtual representation.
Oral communication skills to:	• negotiate to clarify client requirements • inform clients and other stakeholders of project progress.
Reading skills to:	• interpret graphical and technical information in mining and engineering plans.
Writing skills to:	• record accurate technical information in organisational documentation.

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Technology skills to:	• connect equipment to coordinate systems • set up and calibrate specialised surveying equipment.
Problem-solving skills to:	• identify and resolve areas of potential non-compliance with legislation, regulations and standards.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least two of the following:	• client • colleague • engineer • manager • site personnel • registered or qualified surveyor • supplier.
Required mining methods must include at least two of the following:	• developing roads and ramps • drilling • removing interburden • pre-stripping • stockpiles, dumps and safety berms • tailings dams.

Unit Mapping Information

CPPSIS6021A Conduct open mine pit surveying

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS6021 Conduct open pit mine surveys

Modification History

Release 1.

Replaces superseded equivalent CPPSIS6021A Conduct open mine pit surveying.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also conduct open pit mine surveys for two different projects.

While conducting the above open pit mine surveys, the person must:

- interpret relevant plans and documents to plan surveying project processes and activities
- communicate clearly with clients and stakeholders to clarify and report project information
- comply with organisational policies and procedures, standards, regulations and legislation relating to surface mining when planning for:
  - blasting
  - drainage and dewatering
  - dumps and stockpiles
  - equipment use
  - records and reporting
  - standards and quality
  - surveying tasks
  - work health and safety
- create mine drawings and capture and reduce data to calculate mine volumes
- perform calculations to measure, reduce and validate spatial data captured from open pit mine surveying
- measure survey components using two of the following pieces of surveying equipment:
  - global navigation satellite system (GNSS)
  - level
  - remote sensing
  - tape

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    - total station
- plan and implement project management mechanisms to ensure open pit mine surveying operations are completed within required timeframes and comply with project specifications
- prepare and document project plans that detail:
    - required surveying equipment
    - surveying objectives and deliverables
    - strategies for risk and contingency management
    - work processes and timeframes
- work safely, using personal protective equipment (PPE) when performing surveying tasks.

Knowledge Evidence

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

- accuracy and precision requirements for surveying data
- basic characteristics of common ore deposits
- data capture and set-out techniques
- data reduction and manipulation techniques
- explosives, blasting and blasting practices applicable to mining operations
- mineral exploration methods, including geophysical, geochemical and geological techniques
- mining methods, including:
    - developing roads and ramps
    - drilling
    - removing interburden
    - pre-stripping
    - stockpiles, dumps and safety berms
    - tailings dams
- organisational policies and procedures relating to:
    - client and stakeholder communication
    - records and reporting
    - using the surveying equipment specified in the performance evidence
    - work health and safety
- project management techniques for scheduling, measuring and monitoring work progress
- specialised surveying equipment requirements and accessibility in relation to open pit mining
- techniques for wall monitoring to derive a suitable pit wall slope, including:
    - batter stakes
    - measuring and recording ground cracks
    - required prism locations
    - toe and batter checks

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- terminology and nomenclature applicable to surface mining.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as specified in the performance evidence, including PPE
- specifications:
  - organisational policies, procedures and documentation relating to work health and safety
  - relevant mines safety legislation and regulations for the jurisdiction
  - surveying specifications, including relevant plans and drawings
- relationships with team members and supervisor:
  - working in a team.

Timeframe:

- as specified by project requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS6022 Produce mine drawings

Modification History

Release 1.

Replaces superseded equivalent CPPSIS6022A Create mine drawings.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to use high-level design software program functions and features to produce mine drawings. The unit covers preparing the drawing environment by analysing project specifications; and setting up hardware, software, menus and drawing defaults accordingly. It also covers designing and creating mine drawings; producing drawing files that are saved in various formats; measuring and calculating mine volumes; and checking and validating the results to identify and resolve errors. The unit requires the ability to link drawing entities to database attributes and create and plot detailed views using various scales.

The unit supports those who work in a technical management role in a mining environment and take responsibility for liaising with clients and end users to meet project requirements.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States where mining surveying must be undertaken under the supervision of a registered surveyor. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised

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essential outcomes.		text is used, further information is detailed in the range of conditions.
1.	Prepare drawing environment.	1.1. Project specifications are sourced and analysed; and objectives, deliverables, constraints and principal work activities are identified and documented in consultation with ***appropriate persons***.
		1.2. Hardware and software are set up and used according to organisational requirements.
		1.3. Menus and drawing defaults are customised to suit project specifications according to organisational requirements.
		1.4. Survey database is created according to organisational requirements.
2.	Create mine drawings.	2.1. Drawings for surface mine are created using available software ***drawing functions and features*** to meet project specifications.
		2.2. Drawings are designed to incorporate mines safety requirements according to project specifications and organisational requirements.
		2.3. Drawing entities are linked to database attributes to suit project specifications.
		2.4. Supplementary data is extracted from existing mining and engineering plans and drawings to meet project specifications.
		2.5. Detailed views are created using various scales to meet project specifications.
		2.6. Plots are produced at required scale to meet project specifications.
3.	Produce output.	3.1. Files are saved in various formats according to organisational requirements.
		3.2. Entities are produced from drawing files or database and listed in required format to meet project specifications.
		3.3. Identified spatial components are accurately measured or

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			set out, and data is reduced to project reference system.
		3.4.	Mine volumes are calculated and validated using captured data and measurements, and errors are resolved or contingencies managed according to specifications and organisational requirements.
4.	Finalise drawings.	4.1.	Drawings are finalised and checked for compliance with project specifications and organisational requirements.
		4.2.	Appropriate persons are notified of results according to organisational requirements.
		4.3.	Documentation is completed and spatial data archived according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Initiative and enterprise skills to:	• translate specifications into drawing design.
Learning skills to:	• extract and output information from engineering plans.
Numeracy skills to:	• apply understanding of height, depth, dimension and position to actual operational activity and virtual representation • use statistics to reduce errors in measurements.
Oral communication skills to:	• liaise with clients and end users to identify drawing detail.
Reading skills to:	• interpret technical drawing standards.

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Technology skills to:
- export drawings into different formats
- operate hardware, including computers and plotters.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least one of the following:
- client
- colleague
- end user
- registered or qualified surveyor
- site personnel.

Drawing functions and features must include at least eight of the following:
- arcs
- area and volumes functions
- creating output files using designs or survey pick-up data
- dimensions
- drawing features, such as polylines and texts
- drawing functions
- edit functions
- grade reports
- isometrics and perspectives
- macros
- methods for drawing lines
- ore and waste reports
- two-dimensional (2-D) coordinate plotting.

Unit Mapping Information

CPPSIS6022A Create mine drawings

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS6022 Produce mine drawings

Modification History

Release 1.

Replaces superseded equivalent CPPSIS6022A Create mine drawings.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also use a range of design software program functions and features to produce mine drawings that meet technical specifications for two different projects.

While producing the above mine drawings, the person must:

- define and document project objectives, constraints and main work activities
- prepare the drawing environment by setting up hardware and software system and drawing defaults, and customising menus
- communicate clearly with clients and stakeholders to clarify drawing requirements and detail
- apply mathematical concepts and skills to a range of surveying-related problems
- comply with standard operating procedures, drawing standards and organisational requirements relating to:
  - completing records and reporting
  - drafting mine drawings
  - protocols for saving and formatting drawing files
- create mine drawings that comply with design requirements, including:
  - data extracted from existing mining and engineering drawings
  - drawing entities linked to database attributes
  - incorporating mines safety requirements
  - producing drawings, views and plots at required scale
- exercise precision and accuracy in relation to measurements, tolerances and design
- save drawing files in formats relevant to software
- select and use appropriate equipment and software, as specified in the assessment conditions, to produce mine drawings.

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Knowledge Evidence

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

- display principles in relation to mine drawings, including:
  - colour
  - composition
  - font type
  - legends
  - media
  - scale
  - size
  - text and line style
- drawing principles, capabilities and uses in relation to mine drawings
- industry-accepted drawing standards, data formats, and precision and accuracy requirements for preparing mine drawings using software
- methods for validating drawings and measurements to identify errors
- organisational, legal and statutory requirements relating to:
  - records and documentation
  - reporting
- standard engineering and mining plan design and presentation conventions
- techniques for incorporating surface mining methods and mines safety requirements into mine drawings.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- Equipment:
  - personal computer, including drawing applications and software appropriate for producing mine drawings
  - hardware, including printer, scanner, plotter and multimedia devices and peripherals
- Specifications:
  - project and design specifications
  - organisational policies, procedures and documentation relating to legal requirements for mines safety
- Physical conditions:
  - access to equipped work station
- Relationships with team members and supervisor:
  - working in a team
- Relationships with client:
  - client consultation required.
- Timeframe:

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- as specified by the client and project requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS6025 Apply quality control measures to spatial products and services

Modification History

Release 1.

Replaces superseded equivalent CPPSIS6025A Apply quality control measures to spatial information services industry.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to design and implement quality control measures to assess the quality of spatial products and services. The unit covers analysing specifications and information to plan and design quality control standards and assessment criteria, and implementing quality control processes to assess sample products and services. Assessing quality includes analysing data; and identifying, isolating and rectifying faults. The unit also covers conducting independent inspection, tests and audits, and facilitating work groups to identify and resolve quality variances. It includes implementing procedures to monitor and maintain quality processes, and preparing quality assessment reports. The unit requires the ability to design computations and conduct error analysis using a computer and software.

The unit supports those who manage quality processes and staff in a surveying or spatial information services team, in areas such as surveying, cartography, town planning, mapping and geographic information systems (GIS).

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Prepare to assess the quality of spatial product or service.	1.1. Spatial product or service to be assessed and project specifications are identified and analysed against organisational guidelines. 1.2. Quality control processes are identified and used to assess sample products or services in consultation with ***appropriate persons.*** 1.3. Information on identified risks, contingencies, resources, technologies and techniques is analysed and incorporated into quality control process. 1.4. Pertinent legal and statutory standards and legislative requirements are incorporated into quality control process.
2.	Assess quality of spatial product or service.	2.1. Product or service is examined and assessed against assessment criteria and quality control measures. 2.2. Existing information and spatial data are checked to identify appropriate quality control measures. 2.3. Data is analysed and relevant information is used to identify variations and verify its reliability according to quality control measures. 2.4. Work groups are facilitated to assist in identifying and resolving quality variances according to organisational requirements. 2.5. Computations are designed to conduct error analysis, and faults are isolated and rectified or contingencies managed according to quality control measures. 2.6. Independent inspection, tests and audits are conducted according to organisational requirements.
3.	Monitor quality	3.1. Quality improvement is monitored and maintained

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control process.	according to organisational requirements.
	3.2. Quality awareness is promoted among immediate work team according to organisational requirements.
	3.3. Quality assessment records and reports are completed and spatial data archived according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Planning and organising skills to:	• prioritise work to meet agreed timeframes.
Numeracy skills to:	• analyse statistics to identify errors • apply cost considerations when planning quality control process.
Oral communication skills to:	• ask questions to gather information about products and services • reiterate quality awareness with members of work team.
Reading skills to:	• compare technical information in assessment criteria and spatial products.
Writing skills to:	• prepare technical reports.
Technology skills to:	• connect equipment to coordinate systems • set up and calibrate specialised surveying equipment.
Problem-solving skills to:	• select appropriate validation methods to verify reliability of data.

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Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least two of the following:

- client
- colleague
- end user
- engineer
- manager
- registered or qualified surveyor
- site personnel
- supplier.

Unit Mapping Information

CPPSIS6025A Apply quality control measures to spatial information services industry

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS6025 Apply quality control measures to spatial products and services

Modification History

Release 1.

Replaces superseded equivalent CPPSIS6025A Apply quality control measures to spatial information services industry.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also apply quality control measures to:

- one spatial product
- one spatial service.

While applying quality control measures to the above spatial product and service, the person must:

- analyse specifications and spatial data requirements to develop quality control processes
- schedule work tasks and organise resources and equipment
- determine and apply quality assessment criteria to products and services
- identify and resolve quality variances
- comply with industry-accepted standards for validating accuracy of surveying data and identifying errors and discrepancies
- comply with organisational, legal and statutory requirements for:
  - completing records and documentation
  - health and safety when using surveying equipment
  - recording, storing and filing data
  - using, checking and storing equipment
- conduct independent inspection, tests and audits of spatial products and services
- design and plan quality control measures to account for:
  - identified risks and contingencies
  - legal and statutory standards and legislative requirements
  - resources
  - technologies and techniques to be used

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- design computations to be used to assess quality of spatial data
- implement project management mechanisms to ensure that quality control processes are completed within required timeframes and comply with specifications
- interpret specifications to identify products and services to be examined and assessed
- monitor and maintain quality improvements
- perform error analysis using one of the following methods or pieces of equipment:
  - computer-aided design
  - digital gauge
  - dimensional gauge
  - measurements
  - tapes
  - templates
  - visual inspection
- promote quality awareness among the work team
- communicate clearly with others to clarify and report quality control information and negotiate task completion
- supervise staff to complete work tasks on time.

Knowledge Evidence

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

- accuracy and precision requirements and tolerances for surveying products and services
- data formatting, processing and reduction techniques
- industry-accepted methods for validating data to identify errors and discrepancies
- legislative, statutory and industry requirements and standards relating to work tasks
- methods of assessing existing spatial datasets and dataset sources
- methods for calculating surveying data and verifying its accuracy using spatial reference systems
- methods for error analysis using sample products and services
- methods for reporting non-conformities in spatial product or service
- organisational policies and procedures relating to:
  - health and safety when using screen-based equipment
  - reporting and documentation
  - supervising the work team
  - using and allocating resources
  - using computers and software
- quality control measures and assessment criteria that can be applied to spatial products and services
- project management techniques for scheduling, measuring and monitoring work progress and planning for contingencies
- purpose and application of independent inspection, testing and auditing of the quality of spatial products and services

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- reference and coordinate systems for surveying data, including Australian Height Datum and Map Grid of Australia
- purpose and use of metadata in relation to quality assessment of spatial products and services.

Assessment Conditions

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as specified in the performance evidence
- specifications:
  - quality assessment specifications, including relevant data, plans and drawings
  - organisational policies, procedures and documentation relating to quality measures for spatial products and services
- relationships with team members and supervisor:
  - lead role in a team.

Timeframe:

- as specified by project requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS6031 Design basic mines

Modification History

Release 1.

Replaces superseded equivalent CPPSIS6031A Carry out basic mine design.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to design basic mines to meet client specifications. The unit covers designing a mine development that incorporates identified mine design parameters, as well as accounting for levels of rock stability and ground support and methods for obtaining ore and mineral samples. The unit includes assessing the environment to recognise the geological aspects of possible ore deposits. The unit also covers planning the design project, including objectives, deliverables and constraints to comply with standards and legal and statutory requirements relating to the organisation and the mining industry. The unit requires the ability to implement project management activities relating to scheduling, measuring, recording, monitoring and reporting work progress. It also requires the ability to use computers and a range of software to produce mine designs. It requires knowledge of underground mining operations.

The unit supports those who work in a technical management role in a mining environment.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States where mining surveying must be undertaken under the supervision of a registered surveyor. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

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Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Plan design project.	1.1. Client requirements and project specifications are determined and documented in consultation with ***appropriate persons.***
	1.2. Project management mechanisms are implemented to schedule, record and report progress of activities in relation to agreed timeframes and plans.
	1.3. Agreed communication processes between client and other appropriate persons are implemented and maintained.
	1.4. Geological aspects of possible ore deposits are identified by assessing the environment, and information is verified.
	1.5. Pertinent legal and statutory requirements and standards are identified and analysed to ensure compliance.
2. Design mine development.	2.1. Data required for mine design is identified and analysed according to project specifications.
	2.2. Mine design parameters are identified and analysed according to project specifications.
	2.3. Levels of rock stability and ground support requirements are incorporated into mine design according to project specifications.
	2.4. Methods for obtaining ore and mineral samples are incorporated into mine design ensuring compliance with relevant legislation and mining regulations.
	2.5. Mine design is developed using suitable software according to project specifications.
	2.6. Problems are identified and resolved, and contingencies and constraints are managed according to organisational requirements.

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3.	Finalise project.	3.1.	Project is finalised and checked for compliance with specifications and organisational requirements.
		3.2.	Appropriate persons are notified of project results according to organisational requirements.
		3.3.	Documentation is completed and spatial data archived according to project and organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Planning and organising skills to:	• plan and prioritise work to meet contracts and resource constraints.
Numeracy skills to:	• conduct precise measurements and calculations relating to height, depth, dimension, direction and position in actual operational activity and virtual representation.
Oral communication skills to:	• negotiate to achieve client requirements.
Reading skills to:	• analyse graphical and technical information in mining and engineering plans.
Writing skills to:	• record technical information in organisational documentation.
Technology skills to:	• use a range of geological information systems software to design mine.
Problem-solving	• identify and resolve areas of potential non-compliance with

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skills to: legislation, regulations and standards.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least two of the following:

- client
- colleague
- engineer
- manager
- registered or qualified surveyor
- supplier.

Unit Mapping Information

CPPSIS6031A Carry out basic mine design

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS6031 Design basic mines

Modification History

Release 1.

Replaces superseded equivalent CPPSIS6031A Carry out basic mine design.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also produce two different basic mine designs using a computer and relevant software.

While designing the above basic mines, the person must:

- plan and implement project management mechanisms to ensure the project is completed within required timeframes and complies with specifications and standards
- assess the environment to recognise geological aspects of possible ore deposits
- communicate clearly with clients and others to clarify and report project information
- comply with organisational policies and procedures, legislation, regulations and Australian standards for mine safety when planning mine design
- create basic mine drawings that detail:
  - levels of rock stability and ground support
  - mine design parameters
  - methods for obtaining ore and mineral samples
- perform calculations to measure, reduce and validate spatial data captured from mine surveying.

Knowledge Evidence

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

- accuracy and precision requirements for mine design
- basic characteristics of common ore deposits
- classification of economic mineral deposits and the process involved in presenting a schematic model
- data capture and set-out techniques
- data reduction and manipulation techniques

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- legislation, regulations and Australian standards relating to mine safety
- methods for assessing the environment to recognise ore deposits
- methods for obtaining ore and mineral samples
- mineral exploration methods, including geophysical, geochemical and geological techniques
- organisational policies and procedures relating to:
  - client and stakeholder communication
  - using a computer and relevant software
  - mine design, including:
    - mine access
    - layout
    - service provision, such as water, air, power, lighting and dewatering
  - records and reporting
  - risk and contingency management
- project management techniques for scheduling, measuring and monitoring work progress and planning for risks and contingencies
- techniques for providing rock stability and ground support
- key features of underground mining operations.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as specified in the performance evidence
- specifications:
  - mining and surveying specifications, including relevant plans and drawings
  - organisational policies, procedures and documentation relating to mine design
  - relevant legislation, regulations and Australian standards for mine safety
- physical conditions:
  - access to equipped work station
- relationships with team members and supervisor:
  - lead role in a team.

Timeframe:

- as specified by project requirements.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the Standards for Registered Training Organisations (RTOs) current at the time of assessment.

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CPPSIS6032 Conduct advanced GNSS control surveys

Modification History

Release 1.

Replaces superseded equivalent CPPSIS6032A Conduct an advanced GNSS control survey.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to conduct advanced global navigation satellite system (GNSS) control surveys using GNSS equipment and suitable software to communicate with GNSS receivers. The unit covers project managing surveying activities, including planning collection methodologies and allocating resources and work tasks in a team environment. The unit also covers analysing existing survey control data and networks to identify non-conformities and the need for additional controls, and implementing a network of points for controlling horizontal and vertical positions. The unit requires the ability to program, calibrate and operate GNSS equipment, relate surveying data to a reference system, and identify and resolve discrepancies with the reference system.

The unit supports those who work in a technical management role in a surveying team.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Prepare for advanced GNSS control survey.	1.1. Survey specifications are identified and analysed and key activities and timelines scheduled according to available resources and organisational requirements.
		1.2. Organisational GNSS survey requirements are complied with and recorded.
		1.3. GNSS equipment is set up and calibrated according to survey and organisational requirements.
		1.4. Existing survey control data is obtained, validated and recorded, and need for additional controls is determined based on identified non-conformities.
		1.5. Set-out data is collated, validated, manipulated and uploaded into the GNSS receiver.
		1.6. Work responsibilities are allocated and communicated to ***appropriate persons*** according to survey and organisational requirements.
2.	Carry out GNSS control surveying tasks.	2.1. GNSS equipment is programmed and operated according to survey and organisational requirements.
		2.2. GNSS survey is related to a reference system according to survey specifications.
		2.3. Problems relating to discrepancies in the reference system are identified and resolved, or contingencies are managed.
		2.4. GNSS data is collected using planned methodologies according to survey and organisational requirements.
		2.5. Network of points for controlling horizontal and vertical positions is implemented according to project specifications.
		2.6. GNSS measurements are validated and recorded on the reference system according to specifications.
3.	Finalise advanced GNSS control	3.1. GNSS software is used to process data according to survey and organisational requirements.

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survey.	3.2. Validation checks are completed according to project specifications and organisational requirements. 3.3. Discrepancies between survey specifications and actual data are identified and addressed according to survey and organisational requirements. 3.4. Survey is finalised and documentation completed according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• research existing horizontal and vertical control networks.
Planning and organising skills to:	• plan and prioritise work to meet contractual timeframes and resource constraints.
Numeracy skills to:	• apply accuracy tolerances to measurements and calculations • conduct precise measurements and computations relating to length, angle, elevation, area and volume.
Oral communication skills to:	• ask questions to clarify client requirements.
Reading skills to:	• analyse graphical and technical information in aerial photographs, maps, drawings, field records and survey plots • interpret technical terminology in specifications and contracts.
Writing skills to:	• use templates to record field notes.
Technology skills to:	• connect equipment to coordinate systems.

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Problem-solving skills to:	• identify situations impacting on effectiveness of GNSS technologies.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least two of the following:	• client • colleague • engineer • manager • registered or qualified surveyor.

Unit Mapping Information

CPPSIS6032A Conduct an advanced GNSS control survey

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS6032 Conduct advanced GNSS control surveys

Modification History

Release 1.

Replaces superseded equivalent CPPSIS6032A Conduct an advanced GNSS control survey.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also plan and conduct an advanced global navigation satellite system (GNSS) control survey for two different projects using the following pieces of equipment:

- geodetic GNSS receiver
- associated equipment capable of differential and real time modes of operations.

While conducting the above advanced GNSS control surveys, the person must:

- analyse survey specifications, including:
  - cross-sections and plans
  - technical descriptions of surveying data and their requirements
- plan and document survey methodologies and control data
- apply projection and datum parameters when using GNSS equipment and software
- collect data for GNSS positions, including differential methods
- communicate clearly with others to report work information and allocate duties
- comply with industry-accepted standards for validating accuracy of GNSS data and existing control network
- comply with organisational requirements for:
  - recording, storing and filing data
  - resource allocation
  - using and storing equipment
  - working safely, using personal protective equipment (PPE) when conducting field work
- conduct field reconnaissance to analyse existing control networks
- implement a network of horizontal and vertical control points
- identify non-conformances in control networks and the need for additional controls

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- implement project management techniques to schedule, monitor and report on survey tasks and outcomes
- program and operate GNSS equipment and software to analyse and manipulate images and data.

Knowledge Evidence

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

- accuracy and precision requirements for GNSS control networks
- GNSS accuracy enhancement techniques
- GNSS availability, structures, capabilities and limitations
- GNSS control surveying techniques
- industry-accepted methods for validating set-out data to identify errors and discrepancies
- methods for accessing, manipulating, retrieving and archiving GNSS data
- organisational policies and procedures relating to:
  - health and safety relating to survey activities
  - reporting and documentation
  - using and allocating resources
  - using GNSS equipment and software
- projection and datum parameters required for GNSS equipment and processing software
- reference and coordinate systems for surveying data, including Australian Height Datum and Map Grid of Australia
- situations and factors that impact on the effectiveness of GNSS technologies
- techniques for project management, including techniques for scheduling, monitoring and reporting on survey tasks and outcomes
- types of GNSS equipment and software and their uses.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as specified in the performance evidence, including PPE
- specifications:
  - survey specifications, plans, maps and photographs
  - organisational policies, procedures and documentation relating to work health and safety when using GNSS equipment and conducting field work
- relationships with team members and supervisor:
  - lead role in a team.

Timeframe:

- as specified by project requirements.

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Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS6033 Conduct underground mine surveys

Modification History

Release 1.

Replaces superseded equivalent CPPSIS6033A Conduct underground mine surveying.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to conduct underground mine surveying operations to meet client specifications. The unit covers project management activities relating to scheduling, measuring, recording, monitoring and reporting work progress; organising resources and equipment; and planning for risks and contingencies. The unit also covers identifying projects, and organising resources and planning to support an underground mine surveying operation, including for developing headings, rock stability and ground support, loading and haulage and mine ventilation. The unit requires the ability to implement underground surveying operations using specialist equipment to measure identified components of an underground mine, capture and reduce data, and create mine drawings. The unit requires knowledge of underground mining operations and requirements to comply with standards, legislation and regulations applicable to the mining industry.

The unit supports those who work in a technical management role in an underground mining environment.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States where mining surveying must be undertaken under the supervision of a registered surveyor. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

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Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Prepare for underground mine surveying.	1.1. Client requirements and project specifications are identified in consultation with ***appropriate persons***.
	1.2. ***Processes and procedures*** involved in undertaking underground mining methods are planned according to organisational requirements.
	1.3. Mining techniques applicable to developing headings in underground mining operations are planned according to project objectives and organisational requirements.
	1.4. ***Underground mining methods*** for metalliferous and coal mines are determined according to project specifications and organisational requirements.
	1.5. Project specifications are developed that incorporate levels of rock stability, ground support, and loading and haulage requirements for underground mines.
	1.6. Mine ventilation requirements for underground mines are detailed in project specifications according to organisational requirements.
2. Plan underground mine surveying operations.	2.1. Surveying objectives, deliverables, constraints, work activities and surveying equipment needs are identified and documented according to spatial data specifications and organisational requirements.
	2.2. Project management mechanisms are implemented to schedule, measure, record and report progress of activities in relation to agreed schedule and plans.
	2.3. Agreed communication processes between client and other appropriate persons are implemented and maintained.
	2.4. Risk management and contingency strategies are devised and followed to ensure project complies with legal and statutory standards and organisational requirements.

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3.	Conduct operational elements of underground mine surveying.	3.1. Identified spatial components of mine design are accurately measured or set out according to project specifications.
		3.2. Measured spatial data is reduced to project reference system for comparison with design.
		3.3. Mine drawings are created to meet project specifications.
		3.4. Captured data is reduced and used to calculate mine volumes according to project specifications.
		3.5. Measurements are validated and recorded according to organisational requirements.
		3.6. Problems are identified and resolved, and contingencies managed according to organisational requirements.
		3.7. Underground development is set out according to design parameters.
4.	Finalise and report project outcomes.	4.1. Project is finalised and checked for compliance with project specifications and organisational requirements.
		4.2. Appropriate persons are notified of project results according to organisational requirements.
		4.3. Documentation is completed and spatial data archived according to project and organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Planning and organising skills to:	• plan and prioritise work to meet contracts and resource constraints.

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Numeracy skills to:	• conduct precise measurements and calculations relating to height, depth, dimension, direction and position in actual operational activity and virtual representation.
Oral communication skills to:	• inform clients and other stakeholders of project progress • negotiate to meet client requirements.
Reading skills to:	• analyse graphical and technical information in mining and engineering plans.
Writing skills to:	• record technical information in organisational documentation.
Technology skills to:	• connect equipment to coordinate systems • set up and calibrate specialised surveying equipment.
Problem-solving skills to:	• identify and resolve areas of potential non-compliance of operations with legislation, regulations and standards.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least two of the following:	• client • colleague • engineer • manager • registered or qualified surveyor • supplier.
Processes and procedures must include:	• mine access • mine layout • service provision.

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Underground mining methods must include at least one of the following:	• mining methods applicable to underground coal mining, including:
	  • long wall
	  • room
	  • pillar
	• mining methods applicable to underground metalliferous mining, including:
	  • block caving
	  • cut and fill stoping and shrinkage stoping
	  • sub-level caving
	  • sub-level open stoping.

Unit Mapping Information

CPPSIS6033A Conduct underground mine surveying

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS6033 Conduct underground mine surveys

Modification History

Release 1.

Replaces superseded equivalent CPPSIS6033A Conduct underground mine surveying.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also conduct underground mine surveys for two different projects.

While conducting the above underground mine surveys, the person must:

- analyse organisational priorities and plans and drawings to identify project specifications
- prepare and document project plans and specifications that detail:
  - levels of rock stability and ground support
  - loading and haulage requirements for underground mines
  - mine ventilation requirements
  - required equipment
  - strategies for risk and contingency management
  - underground mining methods for metalliferous and coal mines
- set out underground development based on design parameters in drawings
- communicate clearly with clients and stakeholders to clarify and report project information
- comply with organisational policies and procedures, standards, regulations and legislation relating to underground mining surveying operations when planning for:
  - drainage and dewatering
  - dumps and stockpiles
  - equipment use
  - loading and haulage
  - mine ventilation and air control
  - power and lighting
  - records and reporting
  - rock stability and ground support

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  - standards and quality
  - surveying tasks
  - water control and supply
  - work health and safety and mines safety requirements
- conduct underground surveying tasks to create mine drawings, and capture and reduce data to calculate mine volumes
- perform calculations to measure, reduce and validate spatial data captured from underground mine surveying
- measure survey components using two of the following pieces of equipment:
  - cavity monitoring systems
  - gyro-theodolites
  - level
  - remote sensing
  - tape
  - total station
- plan and implement project management mechanisms to ensure the underground mine surveying operation is completed within required timeframes and the project complies with specifications and standards
- work safely, using personal protective equipment (PPE) when performing surveying tasks.

Knowledge Evidence

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

- accuracy and precision requirements for surveying data
- data capture and set-out techniques
- data reduction and manipulation techniques
- drilling techniques:
  - applicable to blasting in mining operations
  - used for sampling rock and unconsolidated sands
- methods for developing headings in underground mining operations
- methods for ensuring adequate mine ventilation, including:
  - duties of ventilation officer for an underground mining operation
  - exposure standards for atmospheric contaminants
  - methods for measuring air velocity and determining air quantity given relevant operational data
  - properties of natural air flow
  - methods of mechanical and auxiliary ventilation
  - procedures for testing and sampling atmospheric contaminants
  - requirements for ventilation plans
  - sources of atmospheric contaminants in an underground mining environment

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- mineral exploration methods, including geophysical, geochemical and geological techniques
- mining methods for metalliferous and coal mines
- organisational policies and procedures, standards, regulations and legislation relating to:
  - client and stakeholder communication
  - using equipment, as specified in the performance evidence
  - mining industry and underground mining, including:
    - mine access
    - layout development
    - service provision, such as water, air, power, lighting and dewatering
    - work health and safety and mines safety requirements
  - records and reporting
  - risk and contingency management
- phases and stages of exploration procedure and possible methods of exploration relevant to each
- project management techniques for scheduling, measuring and monitoring work progress and planning for risks and contingencies
- safe work practices in all aspects of underground mining
- specialised surveying equipment requirements and accessibility in relation to underground mining
- techniques for providing rock stability and ground support, including cable bolts and rock bolts
- terminology and nomenclature applicable to underground mining.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as specified in the performance evidence, including PPE
- specifications:
  - mining and surveying specifications, including relevant plans and drawings
  - organisational policies, procedures and documentation relating to:
    - work health and safety
    - mining regulations
- relationships with team members and supervisor:
  - lead role in a team.

Timeframe:

- as specified by project requirements.

Assessor requirements

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As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS6034 Conduct mining geology operations

Modification History

Release 1.

Replaces superseded equivalent CPPSIS6034A Conduct mining geology operations.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to conduct mining geology operations. The unit covers analysing organisational priorities and specifications to identify projects; and planning projects to identify and document factors, such as objectives, deliverables, risks, constraints and equipment requirements, in order to comply with regulations and legislation applicable to the mining industry. The unit also covers analysing mining geology to assess and recognise geological aspects of possible ore deposits, rock types and structures, and levels of rock stability and ground support; using surveying techniques to take measurements and reduce and manipulate spatial data to assist in analysing the geology of the mining operation. The unit requires the ability to implement project management activities relating to scheduling, measuring, recording, monitoring and reporting work progress. It also requires the ability to evaluate project activities and outcomes for compliance with specifications. It requires knowledge of underground mining and mining geology operations.

The unit supports surveyors of mine geology who work in a surveying team in a mining environment.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States where mining surveying must be undertaken under the supervision of a registered surveyor. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Identify and plan project.	1.1. Organisational priorities are determined to identify project objectives and specifications.
		1.2. Project specifications are presented to ***appropriate persons***.
		1.3. Project objectives, deliverables, constraints, ***environmental considerations*** and work activities are planned and documented according to organisational requirements.
		1.4. Mining regulations with regard to management and safety are detailed according to legislative and organisational requirements.
		1.5. Equipment is selected and checked to ensure correct operation and functionality according to organisational requirements.
2.	Analyse mining geology.	2.1. Geological aspects of possible ore deposits are identified by assessing the environment, and information is verified.
		2.2. Rock types and structures fundamental to mining operations are identified and analysed according to project specifications.
		2.3. Levels of rock stability and ground support requirements are observed according to project specifications.
		2.4. Ore and minerals fundamental to mining operations are identified and analysed according to project specifications.
		2.5. Methods for obtaining ore and mineral samples are identified and analysed according to project specifications.
		2.6. Measurements are conducted and spatial data is reduced and manipulated according to project specifications.

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3.	Manage project.	3.1.	Project management mechanisms are implemented to schedule, record and report progress of activities in relation to agreed timeframes and plans.
		3.2.	Agreed communication processes between client and other appropriate persons are implemented and maintained.
		3.3.	Pertinent legal and statutory requirements and standards are identified and analysed to ensure compliance.
		3.4.	Risk management and contingency strategies are devised and followed to ensure project complies with legal and statutory standards and organisational requirements.
		3.5.	Problems are identified and resolved, and contingencies and constraints are managed according to organisational requirements.
4.	Finalise project.	4.1.	Mining geology project is evaluated for compliance with project specifications and organisational requirements.
		4.2.	Appropriate persons are notified of project results according to organisational requirements.
		4.3.	Documentation is completed and spatial data archived according to project and organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Planning and organising skills to:	• plan and prioritise work to meet schedules.
Numeracy skills to:	• conduct precise measurements and calculations relating to height, depth, dimension, direction and position in actual operational activity and virtual representation.

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Oral communication skills to:	• negotiate to achieve client requirements.
Reading skills to:	• analyse graphical and technical information in specifications.
Writing skills to:	• record technical information in organisational documentation.
Technology skills to:	• calibrate and program specialised surveying instruments.
Problem-solving skills to:	• identify and resolve areas of potential non-compliance of operations with pertinent legislation, regulations and standards.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least two of the following:	• client • colleague • engineer • manager • registered or qualified surveyor • supplier.
Environmental considerations must include at least one of the following:	• chemical leakage • coal fire • erosion • loss of biodiversity • sinkhole formation • soil, groundwater and surface water contamination.

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Unit Mapping Information

CPPSIS6034A Conduct mining geology operations

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS6034 Conduct mining geology operations

Modification History

Release 1.

Replaces superseded equivalent CPPSIS6034A Conduct mining geology operations.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also conduct mining geology operations for two different projects.

While conducting the above mining geology operations, the person must:

- assess the environment to recognise geological aspects of possible ore deposits
- analyse mining geology to report on:
  - geological aspects of possible ore deposits
  - rock types and structures
  - levels of rock stability and ground support
  - ore and minerals fundamental to mining operations
  - methods for obtaining ore and mineral samples
- communicate clearly with clients and others to clarify and report project information
- comply with organisational policies and procedures, standards, mining regulations and legislation when planning and implementing project activities
- evaluate mining geology projects for compliance with specifications and identify non-conformances
- measure geological survey components using two of the following pieces of equipment:
  - current meter
  - echo sounder
  - global navigation satellite system (GNSS)
  - level
  - remote sensing
  - tape
  - total station

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- perform calculations to measure, reduce and validate spatial data captured from surveying tasks
- plan and implement project management mechanisms to ensure the project is completed within required timeframes and complies with specifications and standards
- plan and implement risk and contingency management strategies
- use computers and relevant software applications to manipulate spatial data and develop reports
- work safely, using personal protective equipment (PPE) when performing surveying tasks.

Knowledge Evidence

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

- accuracy and precision requirements for mining geology surveying operations
- basic characteristics of common ore and mineral deposits
- classification of economic mineral deposits and the process involved in presenting a schematic model
- data capture and set-out techniques
- data reduction and manipulation techniques
- methods for assessing the environment to recognise ore deposits
- methods for obtaining ore and mineral samples
- mineral exploration methods, including geophysical, geochemical and geological techniques
- mining methods for metalliferous and coal mines
- organisational policies and procedures, standards, regulations and legislation relating to:
  - client and stakeholder communication
  - mining industry and mine design, including:
  - mine access
  - layout
  - service provision, such as water, air, power, lighting and dewatering
  - mines safety
  - records and reporting
  - risk and contingency management
  - using the equipment specified in the performance evidence
- phases and stages of exploration procedures and possible methods of exploration relevant to each
- physical and chemical characteristics of rock types and structures fundamental to mining operations
- project management techniques for scheduling, measuring and monitoring work progress and planning for risks and contingencies
- techniques for providing rock stability and ground support relating to underground mining.

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Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as specified in the performance evidence, including PPE
- specifications:
  - mining and surveying specifications, including relevant plans and drawings
  - organisational policies, procedures and documentation relating to work health and safety
  - relevant legislation and regulations relating to mines safety
- relationships with team members and supervisor:
  - lead role in a team.

Timeframe:

- as specified by project requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS6035 Conduct complex engineering set-out surveys

Modification History

Release 1.

Replaces superseded equivalent CPPSIS6035A Conduct complex engineering set out surveys.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to conduct a complex engineering set-out survey based on specifications and client requirements. The unit covers analysing specifications and organisational priorities to identify and negotiate projects and organise resources. The unit also covers implementing project management mechanisms relating to scheduling, measuring, recording, monitoring and reporting, and reviewing project progress and outcomes against organisational goals. It covers planning for risks and contingencies and staff supervision, and involves setting up and using specialised surveying equipment to measure, record and reduce surveying data using an established control network and spatial coordinate and reference systems. The unit requires the ability to validate the accuracy of data, and identify and resolve problems.

The unit supports those who work in a technical management role in a surveying team.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Prepare for complex engineering set-out survey.	1.1. Organisational priorities are determined to identify project objectives and specifications. 1.2. Project specifications are presented to ***appropriate persons***. 1.3. Characteristics of the operating environment and any special equipment or resource requirements are identified according to organisational requirements. 1.4. Surveying equipment is selected and checked to ensure correct operation and functionality according to manufacturer specifications.
2.	Plan complex engineering set-out survey.	2.1. Design is interpreted to identify surveying data components required for set-out. 2.2. Plan is developed detailing objectives, constraints, work activities, technologies and techniques to be used for set-out according to project specifications and client requirements. 2.3. Project management mechanisms are implemented to schedule, measure, record and report progress of activities in relation to agreed schedule and plans. 2.4. Agreed communication processes between client and other appropriate persons are implemented and maintained. 2.5. Risk management and contingency strategies are devised and followed to ensure project complies with legal and statutory standards and organisational requirements. 2.6. Work responsibilities are allocated and supervisory processes and problem-solving techniques implemented to ensure work is completed within time available.
3.	Manage complex engineering set-out survey.	3.1. Identified project components are accurately set out according to project specifications. 3.2. Set-out measurements and calculations are conducted, validated and recorded using control network according to project specifications.

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		3.3.	Project progress is reviewed and agreed changes are implemented to ensure consistency with project scope, objectives and constraints.
		3.4.	Problems are identified and resolved, and contingencies managed according to organisational requirements.
4.	Finalise complex engineering set-out survey.	4.1.	Project is finalised and checked for compliance with project and organisational requirements.
		4.2.	Appropriate persons are notified of project results according to organisational requirements.
		4.3.	Documentation is completed and spatial data archived according to project and organisational requirements.
5.	Review project.	5.1.	Project achievements are reviewed against organisational strategic goals.
		5.2.	Recommendations are made on possible links between project achievements and future organisational goals.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Planning and organising skills to:	• plan and prioritise work to meet contracts and resource constraints.
Numeracy skills to:	• conduct precise measurements and calculations relating to height, depth, dimension, direction and position in actual operational activity and virtual representation.
Oral communication skills to:	• negotiate to meet client requirements • inform clients and other stakeholders of project progress.

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Reading skills to:	• analyse graphical and technical information in engineering plans.
Writing skills to:	• record technical information in organisational documentation.
Technology skills to:	• connect equipment to coordinate systems • set up and calibrate specialised surveying equipment.
Problem-solving skills to:	• select appropriate validation methods to verify accuracy of data.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least two of the following:	• client • colleague • end user • engineer • manager • registered or qualified surveyor • supplier.

Unit Mapping Information

CPPSIS6035A Conduct complex engineering set out surveys

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS6035 Conduct complex engineering set-out surveys

Modification History

Release 1.

Replaces superseded equivalent CPPSIS6035A Conduct complex engineering set out surveys.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also conduct a complex engineering set-out survey for two different projects.

While conducting the above complex engineering set-out surveys, the person must:

- analyse survey set-out specifications, including:
  - cross-sections and plans
  - technical descriptions of surveying data and set-out requirements
- develop a project plan, including detail of:
  - project objectives and deliverables
  - constraints
  - risk management and contingency strategies
  - work activities
  - technologies and techniques to be used
- interpret engineering design information and specifications to identify components to be measured
- plan and document data collection methodologies that allow for contingencies
- schedule work tasks and organise resources and equipment
- apply industry-accepted standards for performing surveying measurements and computations
- communicate clearly with others to clarify and report work information and negotiate completion of tasks
- comply with industry-accepted standards for validating accuracy of surveying data and identifying errors and discrepancies
- comply with organisational, legal and statutory requirements for:
  - completing records and documentation
  - recording, storing and filing data

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    - using, checking and storing surveying equipment
    - working safely and using personal protective equipment (PPE)
- conduct set-out measurements and calculations to meet engineering specifications using two of the following pieces of surveying equipment:
    - current meter
    - global navigation satellite system (GNSS)
    - level
    - tape
    - theodolite
    - total station
- implement project management mechanisms to ensure the survey is completed within required timeframes and complies with specifications
- review project outcomes against strategic organisational goals to identify links to future goals
- supervise staff to complete work tasks on time.

Knowledge Evidence

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

- accuracy and precision requirements for setting out surveying data
- data capture, set-out and reduction techniques
- industry-accepted methods for validating data to identify errors and discrepancies
- legislative, statutory and industry requirements and standards relating to work tasks associated with set-out surveys
- methods for calculating surveying data and verifying its accuracy using primary and secondary controls
- methods for establishing a control network that meets specified tolerances
- methods for setting up, levelling and calibrating surveying equipment
- organisational policies and procedures relating to:
    - health and safety relating to surveying activities
    - reporting and documentation
    - using and allocating resources
    - using the surveying equipment specified in the performance evidence
- project management techniques for scheduling, measuring and monitoring work progress and planning for contingencies
- reference and coordinate systems for surveying data, including Australian Height Datum and Map Grid of Australia.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:

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- as specified in the performance evidence, including PPE
- materials:
  - paper for printing reports, documents and data
- specifications:
  - organisational policies, procedures and documentation relating to work health and safety
  - survey specifications, including relevant engineering plans and drawings
- relationships with team members and supervisor:
  - lead role in a team.

Timeframe:

- as specified by project requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS6036 Monitor engineering structures

Modification History

Release 1.

Replaces superseded equivalent CPPSIS6036A Monitor complex engineering surveying structures.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to monitor engineering structures using surveying methods. The unit covers analysing project specifications and design information to identify components to be measured and monitored, and planning monitoring activities. The unit also covers implementing project management mechanisms, including risk management, and reviewing work outcomes against specifications. It covers setting up and using surveying equipment to measure, record and reduce surveying data using spatial coordinate and reference systems. The unit requires the ability to validate the accuracy of data, and identify and resolve discrepancies and non-conformities between specifications and activities.

The unit supports those who work in a technical management role in a surveying team.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Prepare to monitor engineering structure.	1.1.	Project specifications and engineering design information are interpreted to identify components to be measured, and accuracy and precision tolerances to be applied in consultation with ***appropriate persons***.
		1.2.	Characteristics of operating environment and any special equipment and resource requirements are identified according to project specifications and organisational requirements.
		1.3.	Equipment to be used to collect data is selected and checked to ensure correct operation and functionality according to manufacturer specifications.
		1.4.	Organisation of project resources, equipment, materials and transport is designated to appropriate persons.
2.	Develop project plan to monitor engineering structure.	2.1.	Project objectives, deliverables, constraints and principal work activities are documented according to project specifications.
		2.2.	Information is included in project plan relating to identified risks and contingencies, resources, technologies and techniques to be used to collect spatial data.
		2.3.	Validation processes to verify integrity of required spatial data are devised and specified in project plan.
		2.4.	Work responsibilities are allocated and supervisory processes, checks and measures are implemented.
3.	Implement monitoring tasks.	3.1.	Project management mechanisms are implemented to schedule, measure, record and report progress of activities in relation to project plan.
		3.2.	Risk management and contingency strategies are devised and followed to identify and control hazards and risks, and ensure that monitoring activities comply with legal and statutory requirements.
		3.3.	Surveying equipment is used to measure identified spatial components according to project specifications.

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		3.4.	Measured spatial data is reduced to project spatial reference system for comparison with design.
		3.5.	Measurements are validated, recorded and processed according to project specifications.
		3.6.	Non-conformities between engineering structure and project specifications are identified and resolved, or contingencies are managed according to organisational requirements.
4.	Finalise and report monitoring results.	4.1.	Monitoring is finalised and results are checked for compliance with project specifications and organisational requirements.
		4.2.	Appropriate persons are notified of monitoring results according to organisational requirements.
		4.3.	Documentation is completed and spatial data archived according to project and organisational requirements.
		4.4.	Monitoring results are reviewed against project specifications and findings are reported to appropriate persons according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Planning and organising skills to:	• prioritise work to meet contract and resource requirements and constraints.
Numeracy skills to:	• apply accuracy and precision tolerances to measurements and calculations • conduct precise measurements and calculations relating to height, depth, dimension, direction and position in actual operational activity and virtual representation.

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Oral communication skills to:	• negotiate to meet client requirements • inform clients and other stakeholders of project progress.
Reading skills to:	• analyse graphical and technical information in engineering plans.
Writing skills to:	• record technical information in organisational documentation.
Technology skills to:	• connect equipment to coordinate systems • set up and calibrate surveying equipment.
Problem-solving skills to:	• select appropriate validation methods to verify accuracy of data.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least two of the following:	• client • colleague • end user • engineer • manager • registered or qualified surveyor • stakeholder • supplier.

Unit Mapping Information

CPPSIS6036A Monitor complex engineering surveying structures

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS6036 Monitor engineering structures

Modification History

Release 1.

Replaces superseded equivalent CPPSIS6036A Monitor complex engineering surveying structures.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also monitor engineering structures for two projects.

While monitoring the above engineering structures, the person must:

- analyse surveying specifications, including:
  - cross-sections and plans
  - technical descriptions of surveying data and their collection and format requirements
- apply industry-accepted standards for performing surveying measurements and computations
- communicate clearly with others to clarify and report work information and negotiate task completion
- comply with industry-accepted standards for validating accuracy of surveying data and identifying errors and discrepancies
- comply with organisational, legal and statutory requirements for:
  - completing records and documentation
  - recording, storing and filing data
  - using, checking and storing surveying equipment
  - working safely and using personal protective equipment (PPE)
- conduct measurements and calculations to meet engineering specifications using two of the following pieces of surveying equipment:
  - current meter
  - global navigation satellite system (GNSS)
  - level
  - tape
  - theodolite

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    - total station
- develop a project plan to monitor engineering structures, including detail of:
    - project objectives and deliverables
    - constraints
    - risk management and contingency strategies
    - work activities
    - technologies and techniques to be used
- identify site hazards and control risks
- implement project management mechanisms to ensure monitoring activities are completed within required timeframes and comply with specifications
- interpret engineering design information and specifications to identify components to be measured and accuracy and precision tolerances to be applied
- plan and document data collection methodologies that allow for contingencies
- review project outcomes against specifications and objectives
- schedule work tasks and organise resources and equipment
- supervise staff to complete work tasks on time.

Knowledge Evidence

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

- accuracy and precision requirements and tolerances for engineering structures
- data formatting, processing and reduction techniques
- industry-accepted methods for validating data to identify errors and discrepancies
- legislative, statutory and industry requirements, and standards relating to work tasks
- methods for calculating surveying data and verifying its accuracy using spatial reference systems
- methods for setting up, levelling and calibrating surveying equipment
- methods for identifying and reporting non-conformities
- organisational policies and procedures relating to:
    - health and safety relating to survey activities and work on construction sites
    - reporting and documentation
    - using and allocating resources
    - using the surveying equipment specified in the performance evidence
- processes to establish and use high-level survey control
- project management techniques for scheduling, measuring and monitoring work progress and planning for contingencies
- project zone design
- reference and coordinate systems for surveying data, including Australian Height Datum and Map Grid of Australia
- surveying data capture and set-out methodologies
- use and application of network and traverse adjustments.

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Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - as specified in the performance evidence
- specifications:
  - survey specifications, including relevant engineering plans and drawings
  - organisational policies, procedures and documentation relating to work health and safety
- relationships with team members and supervisor:
  - lead role in a team.

Timeframe:

- as specified by project requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS6037 Conduct advanced remote sensing analysis

Modification History

Release 1.

Replaces superseded equivalent CPPSIS6037A Conduct advanced remote sensing analysis.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to use computing platforms, software systems and image processing techniques to conduct advanced remote sensing analysis on hard copy and digital imagery. The unit covers preparing for work by analysing specifications and deciding appropriate techniques for collecting and analysing images, as well as appropriate hardware and software and image processing systems to perform the required image enhancements and manipulations. The unit also covers accessing and assessing available and suitable spatial datasets to identify constraints on use. The unit requires the ability to perform supervised and unsupervised classifications on datasets using classification algorithms, and to conduct related error analysis. It also requires the ability to merge remote sensing data and prepare data for geographic information system (GIS) integration.

The unit supports those who work in a technical management role in a spatial information services team, in areas such as cartography, town planning, mapping and GIS.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised

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essential outcomes.	text is used, further information is detailed in the range of conditions.
1. Determine image processing techniques.	1.1. Project specifications are identified and analysed to determine appropriate image, merger and modelling techniques according to organisational requirements. 1.2. Appropriate data collection and analysis techniques in remote sensing process are determined according to project specifications. 1.3. Suitable digital image processing techniques and digital image data formats are selected according to project specifications. 1.4. Additional characteristics of image and ***metadata*** are identified according to project specifications.
2. Select computing platforms and software systems for image processing.	2.1. Appropriate computing platforms and software systems are assessed for suitability according to project specifications. 2.2. Availability of suitable data is verified with potential suppliers according to project specifications. 2.3. Constraints on use of spatial data are assessed against project specifications and contingencies are planned according to organisational requirements. 2.4. Commercially available image processing systems are assessed to determine appropriate components, menu items, ***characteristics and statistics*** to meet project specifications.
3. Enhance and manipulate images.	3.1. Transformation routines using ***image calculations*** are conducted. 3.2. Edge enhancements and smoothing filters are applied using convolution matrices. 3.3. Image transformation is performed with channels of brightness, greenness and wetness. 3.4. Imagery for distribution is determined according to project specifications.

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4.	Perform classifications on datasets.	4.1.	Thematic classifications and relative differentiations between supervised and unsupervised classification algorithms are determined.
		4.2.	Supervised classification algorithms are applied using training samples according to project specifications.
		4.3.	Error analysis is conducted to perform an approximate accuracy assessment of classifications.
		4.4.	Hard copy outputs are produced according to project specifications.
5.	Conduct data merger and GIS integration.	5.1.	Integration and merging techniques are identified and documented.
		5.2.	***Techniques for integrating GIS data*** are identified and documented.
		5.3.	Remote sensing data is merged and integrated into GIS according to project specifications.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Learning skills to:	• conduct research to source spatial data.
Planning and organising skills to:	• plan and prioritise activities to meet contractual requirements.
Numeracy skills to:	• analyse points, lines, curves and shapes in vector graphics • apply and interpret algorithms to correctly classify images.
Oral communication	• liaise with clients and end users to identify remote sensing

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skills to:	requirements.
Reading skills to:	• interpret graphical information in raster images.
Technology skills to:	• use computers and software applications to manipulate and enhance images • use printers and plotters to produce hard copy outputs.
Problem-solving skills to:	• apply solutions to identified classification discrepancies.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Metadata must include at least eight of the following:	• availability • conditions of use • coordinate system • currency • custodian • data accuracy • data description • date of acquisition • licence • quality • source • spatial data acquisition methodologies • version control.
Characteristics and statistics must include at least two of the following:	• band selections • hard copy outputs • histogram plots • look-up tables • univariate and multivariate statistics.

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Image calculations must include at least one of the following:	• greenness ratios • greenness ratios plus dark value • normalised difference vegetation index (NDVI).
Techniques for integrating GIS data must include at least one of the following:	• cartographic modelling • environmental modelling • land cover classification.

Unit Mapping Information

CPPSIS6037A Conduct advanced remote sensing analysis

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS6037 Conduct advanced remote sensing analysis

Modification History

Release 1.

Replaces superseded equivalent CPPSIS6037A Conduct advanced remote sensing analysis.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also use a computer and remote sensing software system to conduct advanced remote sensing analysis for two different projects.

While conducting the above advanced remote sensing analysis, the person must:

- analyse and define job specifications, constraints and main work activities
- analyse remote sensing data to identify and describe its characteristics, including:
  - metadata
  - soil
  - vegetation bodies
  - water
- select and set up appropriate hardware and software systems to meet remote sensing project specifications
- assess commercially available image processing systems to ensure their suitability in meeting project specifications
- use remote sensing techniques to acquire spatial data from:
  - airborne platforms
  - ground observation
  - satellites
- comply with organisational and legal requirements for accessing and using spatial data, including copyright, intellectual property and trade practices
- comply with organisational requirements and industry-accepted standards relating to:
  - applying classification algorithms
  - quality and risk management
  - working safely when using above equipment

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- conduct web-based searches to identify available spatial data and verify its suitability to meet project specifications
- exercise precision and accuracy when analysing and classifying remote sensing data
- identify and assess constraints relating to use of remote sensing data
- perform classifications on datasets using supervised and unsupervised classification algorithms and training samples
- save digital images in a range of formats, including two of the following:
  - band interleaved by line (BIL)
  - band interleaved by pixel (BIP)
  - band sequential (BSQ)
  - run length encoding (RLE)
- use integration and merging techniques to allow remote sensing data to be integrated into GIS
- use digital image processing techniques to enhance and rectify images.

Knowledge Evidence

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

- industry-accepted techniques for applying supervised and unsupervised classification algorithms to remote sensing data
- computer platforms and software systems for advanced remote sensing analysis and GIS integration
- copyright and ownership constraints relating to spatial data
- digital image processing techniques
- digital image data formats, including BIL, BIP, BSQ and RLE
- existing spatial datasets and dataset sources
- image calculations required for transformation routines, including:
  - greenness ratios
  - greenness ratios plus dark value
  - normalised difference vegetation index (NDVI)
- image enhancement, manipulation and merger techniques
- methods for analysing metadata
- methods for assessing commercially available image processing systems, including characteristics and statistics
- methods for validating spatial data sources and constraints on use
- key features of spatial referencing and coordinate systems
- techniques for integrating GIS data, including:
  - cartographic modelling
  - environmental modelling
  - land cover classification.

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Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer, including computer-aided design (CAD) applications and software appropriate for developing two-dimensional (2-D) and three-dimensional (3-D) terrain visualisations
  - hardware, including printer, scanner, plotter and multimedia devices and peripherals
- specifications:
  - project and design specifications
  - organisational policies, procedures and documentation relating to data privacy and information copyright
- physical conditions:
  - access to equipped work station
- relationships with team members and supervisor:
  - lead role in a team
- relationships with client:
  - client consultation required.

Timeframe:

- as specified by client and project requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS6040 Develop 2-D and 3-D terrain visualisations

Modification History

Release 1.

Replaces superseded equivalent CPPSIS6040A Develop 2-D and 3-D terrain visualisations.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to develop two-dimensional (2-D) and three-dimensional (3-D) visualisations in a geographic information system (GIS) or computer-aided design (CAD) context. It requires the ability to apply wide-ranging specialised technical, creative and conceptual skills and a broad knowledge of spatial datasets. The unit requires the development of technical documentation incorporating mapping and scientific techniques, as well as the ability to communicate graphically. It also requires an understanding of the latest technologies that are available to remotely capture raw elevation data.

The unit supports those who work in a technical management role in a spatial information services team in areas such as cartography, town planning, mapping and GIS.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of

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conditions.

1.	Prepare 2-D or 3-D digital elevation model (DEM).	1.1. GIS or CAD environment or surface elevation is designed according to project specifications and organisational requirements.
		1.2. Current remote sensing technologies for capturing raw elevation data are investigated.
		1.3. Views and layouts are established according to job specifications.
		1.4. Spatial computing platforms and software systems are selected and set up for suitability against job specifications according to organisational requirements.
2.	Create 2-D drawings.	2.1. Availability of suitable data is verified with potential suppliers and constraints are assessed according to job specifications.
		2.2. Detailed views and layouts are created using various scales according to job specifications.
		2.3. 2-D drawings are finalised and existing 2-D model is modified as necessary to meet job specifications.
3.	Create 3-D model or DEM.	3.1. Surface elevation is modelled by mathematically defined surfaces and by point or line data according to job specifications.
		3.2. Products that can be derived from a DEM are determined according to job specifications.
		3.3. Entities are created and manipulated in 3-D space according to job specifications.
		3.4. DEM is developed with a range of thematic data and profiles generated and draped over model according to project specifications.
		3.5. Contour map of area is created by employing procedures appropriate to data format and software according to job specifications.
		3.6. Slope map of area is created from gradient and aspect components according to job specifications.

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		3.7. Shaded relief map of area is created from gradient and relief map representations according to job specifications.
		3.8. 3-D model is finalised and existing 3-D model modified as necessary to meet job specifications.
4.	Produce output.	4.1. 2-D and 3-D outputs are documented according to project specifications and organisational requirements.
		4.2. Drawing files and elevation data outputs are saved in appropriate format according to job specifications and organisational requirements.
		4.3. Physical properties are extracted to job specifications and slope map of area is used for analytical purposes.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Initiative and enterprise skills to:	• extract and output information from engineering and environmental plans • translate specifications into drawing and analysis design • understand how raw elevation data is captured and assigned quality measures.
Numeracy skills to:	• apply quality and accuracy measures on modelled 2-D and 3-D outputs • apply understanding of height, depth, breadth, dimension and position to actual operational activity and virtual representation • use appropriate interpolation techniques to convert from point to raster data.
Oral communication skills to:	• liaise with clients and end users to identify project requirements and drawing detail.

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Reading skills to:

- interpret graphical information, including rasters
- interpret technical drawing standards
- interpret engineering and environmental plans.

Technology skills to:

- conduct web-based searches and use digital techniques
- operate hardware, including computers and plotters.

Unit Mapping Information

CPPSIS6040A Develop 2-D and 3-D terrain visualisations

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS6040 Develop 2-D and 3-D terrain visualisations

Modification History

Release 1.

Replaces superseded equivalent CPPSIS6040A Develop 2-D and 3-D terrain visualisations.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria and foundation skills of this unit. The person must also use a geographic information system (GIS) or computer-aided design (CAD) environment to develop two-dimensional (2-D) and three-dimensional (3-D) terrain visualisations that meet specifications for two different projects.

While developing the above 2-D and 3-D terrain visualisations, the person must:

- analyse and define job specifications, constraints and main work activities
- conduct web-based searches to identify available spatial data and verify its suitability to meet drawing specifications
- prepare the CAD environment by setting up the hardware and software system and drawing defaults and customising menus
- design the surface elevation, orientation and views to meet job specifications
- exercise precision and accuracy in relation to terrain visualisations
- select and use spatial computing platforms and software systems to prepare drawings and models that meet specifications relating to:
  - accuracy
  - completeness
  - coverage
  - density
  - logical consistency
- use appropriate interpolation techniques to convert from vector to raster data
- communicate clearly with clients and colleagues to clarify design requirements and detail
- comply with standard operating procedures, drawing standards and organisational requirements relating to:
  - completing records and reporting

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    - quality and risk management
    - working safely when using the equipment specified in the assessment conditions
- create and manipulate entities in 3-D space to develop contour, slope and shaded relief maps of an area
- create detailed 2-D views using various scales
- create a digital elevation model in 3-D using mathematically defined surfaces and point or line data
- identify and assess constraints and problems relating to spatial data
- save drawing files in a range of formats.

Knowledge Evidence

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

- computer platforms and software for GIS, CAD and digital elevation models (DEM)
- copyright and ownership constraints relating to spatial data
- data formats and precision and accuracy requirements for preparing terrain visualisations in 2-D drawings and 3-D models
- digital image processing techniques
- display principles, including:
    - colour
    - composition
    - font type
    - legends
    - media
    - scale
    - size
    - text and line style
- existing spatial datasets and dataset sources
- GIS and CAD principles, capabilities and uses in relation to creating terrain visualisations
- methods for validating spatial data sources and constraints on use
- organisational requirements relating to records and reporting
- remote sensing technologies that capture raw elevation data
- key features of spatial referencing systems
- techniques for modifying existing 2-D and 3-D models
- types of products that can be derived from a DEM.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
    - personal computer, including GIS or CAD applications and software appropriate for developing 2-D and 3-D terrain visualisations

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- hardware, including printer, scanner, plotter and multimedia devices and peripherals
- specifications:
  - project and design specifications
  - organisational policies, procedures and documentation relating to:
    - quality measures relating to 2-D and 3-D terrain visualisations
    - data privacy and information copyright
- physical conditions:
  - access to equipped work station
- relationships with team members and supervisor:
  - lead role in a team
- relationships with client:
  - client consultation required.

Timeframe:

- as specified by the client and project requirements.

Assessor requirements

As a minimum, 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=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSIS6041 Compile mine survey plans

Modification History

Release 1.

Replaces superseded equivalent CPPSIS6041A Compile mine survey plan.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to compile a mine survey plan using computer-aided design (CAD) programs to produce mine drawings. The unit covers identifying and planning project deliverables and liaising with clients and others to present project specifications and report on outcomes. The unit also covers organising work processes by implementing project management mechanisms; checking and validating essential surveying information; planning for risks and contingencies; and creating a survey database, file structures and conventions and metadata. The unit requires the ability to use specialist surveying tools and techniques to measure, reduce and validate spatial data and create mine plans, cross-sections and plots.

The unit supports those who work in a technical management role in a mining environment and take responsibility for liaising with clients and end users to meet project requirements.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States where mining surveying must be undertaken under the supervision of a registered surveyor. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Unit Sector

Surveying and spatial information services

Elements and Performance Criteria

Elements describe the Performance criteria describe the performance needed to

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essential outcomes.		demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1.	Organise work processes.	1.1. Client requirements and project specifications are determined in consultation with ***appropriate persons***.
		1.2. Design information is accessed and interpreted to identify spatial data requirements and components to be measured and monitored.
		1.3. Essential surveying information is checked for currency and validity.
		1.4. Survey database, file structures and conventions, and ***metadata*** are created according to project specifications.
		1.5. Project management mechanisms are implemented to schedule, measure, record and report progress of activities in relation to agreed timeframes and plans.
		1.6. Risk management and contingency strategies are followed to ensure project complies with legal, statutory and organisational requirements.
		1.7. Agreed communication processes between client and other appropriate persons are implemented and maintained.
2.	Standardise mine survey plan requirements.	2.1. Requirements for lodging plan are identified according to organisational requirements.
		2.2. Mine plan drawing and plotting requirements are researched and summarised to meet project specifications.
		2.3. Contingencies and constraints are managed and problems resolved to ensure plans meet specifications.
3.	Produce mine survey plans.	3.1. Measured spatial data is reduced to project reference system.
		3.2. Mine plans are created according to project specifications and organisational requirements.
		3.3. Measurements are validated and recorded according to

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		project specifications.
4.	Finalise mine survey plans.	4.1. Mine survey plans are finalised and relevant personnel notified of results according to organisational requirements.
		4.2. Documentation is completed and spatial data archived according to organisational requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Initiative and enterprise skills to:	• translate specifications into drawing designs.
Numeracy skills to:	• apply coordinate system to measured spatial data • apply understanding of height, depth, dimension and position to actual operational activity and virtual representation.
Oral communication skills to:	• liaise with clients to identify plotting detail.
Reading skills to:	• interpret graphical information in cross-sections and plans • interpret technical drawing standards.
Writing skills to:	• record measurements in a format that can be interpreted by a third party.
Technology skills to:	• calibrate specialist surveying equipment to take measurements • operate hardware, including computers and plotters • use CAD software to create plans.

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Problem-solving skills to:	• identify legal non-compliance issues.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Appropriate persons must include at least two of the following:	• client • colleague • end user • registered or qualified surveyor • site personnel • supplier.
Metadata must include at least eight of the following:	• availability • conditions of use • coordinate system • currency • custodian • data accuracy • data description • date of acquisition • licence • quality • source • spatial data acquisition methodologies • version control.

Unit Mapping Information

CPPSIS6041A Compile mine survey plan

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSIS6041 Compile mine survey plans

Modification History

Release 1.

Replaces superseded equivalent CPPSIS6041A Compile mine survey plan.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit. The person must also use a computer and computer-aided design (CAD) software to compile a mine survey plan that meets technical specifications for two projects.

While compiling the above mine survey plans, the person must:

- define and document project deliverables, constraints and activities
- prepare for work by checking the following essential surveying information for currency and validity:
  - mine grid coordinate systems
  - requirements for data processing
- communicate clearly with clients and stakeholders to clarify and report project requirements and plot details
- comply with statutory, legal and organisational requirements relating to:
  - completing records and reporting
  - mine drawings
  - protocols for saving and formatting drawing files
- comply with drawing standards and specifications to create mine plans, views and plots at required scale, which incorporate:
  - grid convergence
  - long and cross-section plot requirements
  - map legends
  - plot symbols
  - sheet surround
- create metadata, database, file structures and conventions as the basis for design work
- exercise precision and accuracy in relation to measurements, tolerances and design

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- follow project management techniques to schedule, measure, record and report progress of project activities
- prepare the CAD environment by setting up the hardware and software systems and drawing defaults, and customising menus
- identify and comply with plan lodgement requirements, standard drawing requirements and plotting specifications.

Knowledge Evidence

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

- Australian drawing standards, data formats and precision and accuracy requirements for preparing mine drawings using CAD
- CAD principles, capabilities and uses in relation to mine design
- data reduction and manipulation techniques
- industry-accepted standards for mine survey plans
- statutory, legal and organisational requirements for mine survey plans
- methods for validating measurements to identify errors
- key features of mine grid coordinate systems
- organisational requirements relating to:
  - completing records
  - reporting
  - saving and formatting drawing files
  - working safely
- standard engineering and mining plan design and presentation conventions
- types of mine plans, including:
  - accident plans
  - emergency plans
  - open cut mine plans
  - surface infrastructure plans
  - underground level plans
  - ventilation plans.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer and CAD software
- specifications:
  - organisational policies, procedures and documentation relating to data privacy and information copyright for plan content
- physical conditions:
  - access to equipped work station

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- relationships with team members and supervisor:
  - lead role in a team
- relationships with client:
  - client consultation required.

Timeframe:

- as specified by the client and project requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSPS3001 Handle, transport and store swimming pool and spa chemicals safely

Modification History

Release 1.

Supersedes and is equivalent to CPPSPS3001A.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 6.0.

Application

This unit of competency specifies the skills and knowledge required to safely handle, transport and store swimming pool and spa chemicals.

It includes:

- assessing risks associated with different types of swimming pool and spa chemicals
- following legislative requirements for the safe handling, transport and storage of swimming pool and spa chemicals
- following emergency procedures for chemical spillages and leaks
- maintaining chemical storage areas and chemical inventories.

It applies to swimming pool and spa technicians, and related industry professionals and specialists, with limited supervisory responsibilities who perform their duties alone or as members of a team.

Licensing, legislative, regulatory or certification requirements apply to this unit of competency in some states and territories. State and territory regulatory authorities should be consulted to confirm these requirements.

Pre-requisite Unit

Nil

Unit Sector

Swimming pool and spa servicing

Elements and Performance Criteria

Elements describe the	Performance criteria describe what needs to be done to demonstrate

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essential outcomes.	achievement of the element.
1. Plan and prepare to handle, transport and store swimming pool and spa chemicals safely.	1.1 Review and clarify task to handle, transport and store swimming pool and spa chemicals safely, including types and amounts of chemicals to be transported. 1.2 Review information on situations in which swimming pool and spa chemicals may become hazardous. 1.3 Review work health and safety (WHS) requirements for the task in accordance with safety plans and policies, safety data sheets (SDSs), manufacturers' instructions, safety symbols and signs, government regulations and codes of practice in relation to the handling, transport and storage of swimming pool and spa chemicals. 1.4 Identify hazards, assess risks and determine and implement risk control measures when handling, transporting and storing swimming pool and spa chemicals. 1.5 Review and follow transport requirements. 1.6 Review environmental requirements for the task in accordance with environmental plans and legislative requirements. 1.7 Ensure that appropriate first aid and spill kits are ready and accessible for all stages of handling, transport and storage.
2. Safely handle and transport swimming pool and spa chemicals.	2.1 Carry out all work in accordance with task and legislative requirements. 2.2 Select and fit personal protective equipment (PPE). 2.3 Implement identified risk control measures to minimise risks involved in the handling and transport of swimming pool and spa chemicals. 2.4 Check that swimming pool and spa chemical containers are in sound condition for transport. 2.5 Select and handle required chemicals safely. 2.6 Respond to any chemical spills and leaks in accordance with manufacturers' instructions, WHS, environmental, legislative guidelines and emergency action plans. 2.7 Report transport incidents in accordance with workplace and legislative requirements.
3. Store equipment and chemicals.	3.1 Implement identified risk control measures to minimise risks involved in the storage of swimming pool and spa chemicals. 3.2 Store chemicals safely, in accordance with manufacturers' instructions, WHS requirements, and legislative guidelines. 3.3 Retain products in original containers with labels intact.

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	3.4 Repackage and label unused chemicals. 3.5 Dispose of unwanted and/or out-of-date chemicals and storage containers in accordance with manufacturers' instructions, WHS legislation, environmental legislation, and workplace requirements. 3.6 Store equipment, chemicals, and PPE safely and to allow ready-to-use access.
4. Record storage details of swimming pool and spa chemicals.	4.1 Calculate and record quantities of used and unused chemicals in chemical storage inventory. 4.2 Report storage incidents in accordance with workplace and legislative requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- reading skills to:
  - interpret task documentation
  - understand written instructions, procedures and signs
  - access information in safety data sheets (SDSs), chemical container labels
  - interpret manufacturers' instructions and workplace requirements
- writing skills to report incidents and record chemical storage details
- numeracy skills to calculate and record quantities of chemicals
- oral communication skills to:
  - use questioning to identify and confirm requirements
  - report work site hazards.

Unit Mapping Information

Supersedes and is equivalent to CPPSPS3001A Handle, transport and store swimming pool and spa chemicals safely.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSPS3001 Handle, transport and store swimming pool and spa chemicals safely

Modification History

Release 1.

Supersedes and is equivalent to CPPSPS3001A.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 6.0.

Performance Evidence

To demonstrate competency in this unit, a person must demonstrate safe procedures when handling, transporting and storing swimming pool and spa chemicals safely on two different occasions.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- requirements of jurisdictional work health and safety and environmental legislation and regulations relating to handling, transporting and storing swimming pool and spa chemicals safely
- workplace requirements for undertaking all aspects of handling, transporting and storing swimming pool and spa chemicals, including:
  - workplace health and safety procedures
  - workplace emergency procedures
  - use of safety data sheets (SDSs)
  - safe handling of chemicals and equipment
  - interpreting work orders and reporting problems
- chemical handling, storage and disposal including;
  - chemical disposal principles
  - chemical safety principles and reasons and procedures for segregating chemicals
  - chemical storage requirements
  - purpose and types of chemical storage inventory and records systems
  - processes for calculating and recording quantities of used and unused chemicals in chemical storage inventory
- Commonwealth, state or territory legislation, and local government regulations impacting on the handling, transport and storage of swimming pool and spa chemicals relating to:
  - dangerous goods

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  - environmental protection
  - health
  - licensing requirements in relation to chemical transport and storage
  - work health and safety (WHS)
  - waste disposal
- handling, transport and storage requirements for different types of swimming pool and spa chemicals
- processes for clearing and cleaning up chemical spillages and leakages
- requirements for disposing of excess, unwanted and out-of-date swimming pool and spa chemicals
- requirements for disposing of used chemical containers
- types**,** uses and properties of swimming pool and spa chemicals, including:
  - algaecides
  - balancers
  - clarifiers and flocculants
  - oxidisers
  - sanitisers
  - specialised chemicals
  - water balancing chemicals
  - reactive properties of swimming pool and spa chemicals
  - situations in which chemicals may become hazardous
- reactive material hazards responses:
  - emergency action plans
  - firefighting
  - incident reporting procedures
  - risk triggers, including:
    - improper mixing
    - wetting
- risk control measures for:
  - chemicals, including safe chemical use principles and compliance with labels and instructions
  - dust prevention
  - fire prevention
  - keeping swimming pool and spa chemicals dry
  - adequate ventilation
- types and uses of PPE used in safe handling and transporting swimming pool and spa chemicals.

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Assessment Conditions

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

Assessment of performance must be undertaken in the workplace or in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits expected in a workplace.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- work site/s and specifications to handle and transport swimming pool and spa chemicals safely
- appropriate documents, SDSs, materials, tools, equipment and PPE currently used in industry
- requirements of appropriate sections of legislation and regulations
- relevant workplace policies and procedures.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSPS3002 Perform basic swimming pool and spa measurements and calculations

Modification History

Release 1.

Supersedes and is equivalent to CPPSPS3002A.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 6.0.

Application

This unit of competency specifies the skills and knowledge required to perform basic measurements and calculations in a range of workplace contexts.

It includes:

- planning for, performing and recording measurements
- performing calculations of quantity, area, volume, perimeter, dosing rates, flow rate and time
- interpreting graphical representations of mathematical information relating to swimming pools and spas.

It applies to swimming pool and spa technicians, and related industry professionals and specialists, with limited supervisory responsibilities who perform their duties alone or as members of a team.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Swimming pool and spa servicing

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.

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1. Plan and prepare to perform basic swimming pool and spa measurements and calculations.	1.1 Review and clarify task to perform basic swimming pool and spa measurements and calculations. 1.2 Confirm measurement requirements and select method for achieving required result. 1.3 Select measuring and calculating equipment and check for accuracy.
2. Perform basic swimming pool and spa measurements and calculations.	2.1 Obtain and check basic measurements using established work practices, measuring equipment and personal protective equipment (PPE) to ensure safety and security of self, others and property. 2.2 Record basic measurements using appropriate measurement units. 2.3 Convert measurement values into different measurement units. 2.4 Perform and check basic calculations using online or electronic calculators and record results. 2.5 Interpret results of basic calculations to solve problems relating to swimming pool and spa servicing. 2.6 Clean measuring equipment and materials, check for serviceability and calibrate and store. 2.7 Minimise environmental impact of basic measurement and calculation activities and dispose of waste following workplace procedures.
3. Interpret basic mathematical information.	3.1 Recognise and interpret information represented in graphs, symbols, diagrams and pictures to complete workplace tasks. 3.2 Review limitations and risks associated with using inaccurate basic swimming pool and spa measurements and calculations.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- reading skills to:
  - interpret task documentation
  - interpret information in symbols, diagrams, pictures, packaging labels and safety data sheets (SDSs) e.g. for dosing rates

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- writing skills to record swimming pool and spa measurements and results of basic calculations
- numeracy skills to perform basic measurements and calculations and to record quantities of chemicals
- oral communication skills to use questioning to identify and confirm requirements
- technology skills to use measurement equipment and online or electronic calculators.

Unit Mapping Information

Supersedes and is equivalent to CPPSPS3002A Perform basic swimming pool and spa measurements and calculations.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSPS3002 Perform basic swimming pool and spa measurements and calculations

Modification History

Release 1.

Supersedes and is equivalent to CPPSPS3002A.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 6.0.

Performance Evidence

To demonstrate competency in this unit, a person must perform basic swimming pool and spa measurements and calculations, including:

- at each of two different locations, measure and calculate:
  - the dimensions, area, perimeter and volume of each of one regular and one irregular shaped swimming pool or spa with sloped floors
  - water loss in one swimming pool or one spa
  - the quantity of pool chemicals required to improve water quality in one swimming pool or spa
  - flow and turnover rates and time taken to fill and empty one swimming pool or spa.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- requirements and application of jurisdictional work health and safety (WHS) and environmental legislation and regulations relating to performing basic swimming pool and spa measurements and calculations, including safety data sheets (SDSs)
- workplace requirements for undertaking all aspects of performing basic swimming pool and spa measurements and calculations,
- selection and use of personal protective equipment (PPE) when performing basic swimming pool and spa measurements and calculations
- hazards, risks and enterprise safety procedures associated with measurements undertaken on site
- uses and limitations of measuring equipment, including:
  - bucket
  - calculator
  - ruler, including laser ruler
  - measuring flask

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  - scales
  - stopwatch
  - tape measure
  - trundle wheel
- taking basic measurements in the swimming pool and spa industry, including units of measurement, types and functions of measuring equipment
- basic measurement requirements, including for:
  - flow rates
  - swimming pool or spa chemical quantities
  - swimming pool or spa dimensions
  - temperatures
- methods for conversion of units of measurement, including:
  - distance units of measurement:
    - metric conversions
    - metric to imperial units of measurement and vice versa
  - surface area units of measurement:
    - metric conversions
    - metric to imperial units of measurement and vice versa
  - volume units of measurement:
    - metric conversions
    - metric to imperial units of measurement and vice versa
  - weight units of measurement:
    - metric conversions
    - metric to imperial units of measurement and vice versa
- processes for taking basic measurements, including for calculating areas, perimeters and volumes of regular and irregular shapes relevant to measuring swimming pools and spas, such as rectangles, squares, cubes, circles, semi-circles, triangles, trapeziums and cylinders
- conversion of measurement units used in the swimming pool and spa industry, including: metric system conversions, metric to imperial conversion and vice versa
- graphical representations of mathematical information used in basic swimming pool and spa measurements and calculations, including diagrams, graphs, pictures and symbols
- water loss in swimming pools and spas, including:
  - evaporation
  - plumbing and shell leaks
  - user splash-outs and drag-outs
  - planned dilution, including:
    - total dissolved solids (TDSs) levels
    - user loads.

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Assessment Conditions

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

Assessment of performance must be undertaken in the workplace or in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits expected in a workplace.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- work site/s and specifications to perform basic swimming pool and spa measurements and calculations
- appropriate documents, safety data sheets (SDSs), measuring and calculating equipment and PPE currently used in industry
- requirements of appropriate sections of legislation and regulations
- relevant workplace policies and procedures.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSPS3003 Maintain swimming pools and spas

Modification History

Release 1.

Supersedes and is equivalent to CPPSPS3003A.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 6.0.

Application

This unit of competency specifies the skills and knowledge required to carry out routine maintenance of swimming pools and spas.

It includes:

- preparing for and carrying out routine swimming pool and spa maintenance
- assessing hazards and determining risk controls, including pool and spa safety barriers
- completing maintenance and minor repair activities, including work completion records.

It applies to swimming pool and spa technicians, and related industry professionals and specialists, with limited supervisory responsibilities who perform their duties alone or as members of a team.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Swimming pool and spa servicing

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Prepare for routine maintenance of swimming pools and	1.1 Review task requirements for routine maintenance of swimming pools and spas.

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spas.	1.2 Review requirements of legislation relating to the task. 1.3 Review work health and safety (WHS) requirements for the task, in accordance with safety plans, policies and safety data sheets (SDSs). 1.4 Identify hazards, assess risks and determine and implement risk control measures including requirements for safety signage, barricade and personal protective equipment (PPE). 1.5 Review environmental requirements for the task in accordance with environmental plans and legislative requirements. 1.6 Inspect and assess swimming pools and spas and environs for operational effectiveness and safe operation against normal operating criteria. 1.7 Select tools and equipment, check for serviceability and rectify or report any faults. 1.8 Select materials for task and check against quality requirements.
2. Carry out routine maintenance of swimming pools and spas.	2.1 Carry out all work in accordance with task, workplace and legislative requirements. 2.2 Implement identified risk control measures, including erecting safety signage and barricades, and fitting PPE. 2.3 Carry out routine servicing of swimming pools and spas in accordance with manufacturers' specifications and workplace requirements. 2.4 Identify faults in swimming pools and spas and make routine repairs or report faults and requirements for repairs.
3. Complete routine maintenance of swimming pools and spas.	3.1 Reinstate serviced swimming pool or spa to safe operational condition. 3.2 Restore work area to original condition and check for and rectify or report safety hazards, dispose of waste in accordance with environmental requirements, and clean and store tools and equipment. 3.3 Report for repair or replacement any malfunctions, faults, wear or damage to swimming pools and spas, environs, tools or equipment. 3.4 Provide client with information on compliance with safety legislation of swimming pools, spas and environs. 3.5 Complete and store work completion documentation.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- reading skills to:
  - interpret task documentation
  - understand written instructions, procedures and signs
  - access information in safety data sheets (SDSs), chemical container labels
  - interpret manufacturers' instructions and workplace requirements
- writing skills to report faults and record work completion information
- numeracy skills to interpret numerical information relating to routine swimming pool and spa maintenance
- oral communication skills to:
  - use questioning to identify and confirm requirements
  - provide client with information
  - report work site hazards.

Unit Mapping Information

Supersedes and is equivalent to CPPSPS3003A Routinely maintain swimming pools and spas.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSPS3003 Maintain swimming pools and spas

Modification History

Release 1.

Supersedes and is equivalent to CPPSPS3003A.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 6.0.

Performance Evidence

To demonstrate competency in this unit, a person must perform routine maintenance of each of two swimming pools and two spas.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- requirements of jurisdictional work health and safety and environmental legislation and regulations relating to routinely maintaining swimming pools and spas
- workplace requirements for undertaking all aspects of routinely maintaining swimming pools and spas, including:
  - work health and safety procedures
  - workplace emergency procedures
  - use of safety data sheets (SDSs) and selection, care and use of PPE
  - safe handling of chemicals and equipment
  - emergency responses relating to hazardous materials and chemicals
  - interpreting work orders and reporting problems
- Australian Competition and Consumer Commission product safety guidelines and Commonwealth, state or territory legislation, and local government regulations, Australian Standards, and codes of practice impacting on the routine maintenance of swimming pools and spas relating to:
  - electrical and plumbing regulations controlling conduct of electrical and plumbing work
  - private and public swimming pools and spas
  - swimming pool and spa safety barriers
  - environmental health
  - waste disposal

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- tools, materials and equipment used in routine maintenance of swimming pools and spas, their application and requirements for safe use
- processes to identify hazards, assess risks and determine and implement risk control measures in routine maintenance of swimming pools and spas
- personal protective equipment (PPE) requirements and use in routine maintenance of swimming pools and spas
- processes and requirements for inspection and assessment of swimming pools and spas for operational effectiveness and safe operation
- requirements for routine servicing of swimming pools and spas
- differences between hot and cold-water chemistry
- swimming pool and spa routine maintenance and repairs, including:
  - purpose
  - common faults in pools and spas
  - hazards
  - routine maintenance procedures for:
  - barriers
  - brushing
  - pumps
  - reporting
  - routine repairs
  - tile cleaning
  - vacuuming
  - water balancing
  - testing water quality
  - water testing
- routine servicing, maintenance and repairs of a swimming pool or spa, including:
  - addressing seasonal requirements
  - brushing pool
  - carrying out routine repairs to pool and spa systems
  - checking swimming pool and spa safety barriers and gates
  - checking and cleaning skimmer basket and hair and lint-pot basket
  - checking and maintaining:
  - pool blankets and rollers, if present
  - pool chlorinators, if present
  - pool cleaning equipment
  - pool filters
  - pool heating, if present
  - pump
  - signs and safety equipment
  - water level
  - checking operation of pool lighting

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  - checking suction openings in gutters and skimmers for debris
  - checking that handrails, ladders, diving boards, slides and other equipment are secure and in good condition
  - checking that return inlet fittings and vacuum line covers are in place
  - checking tiles, including water line and gutter tile
  - maintaining sanitisation
  - recording routine maintenance activities and required follow-up actions
  - vacuuming pool
  - checking water quality
  - testing and balancing water
- processes for:
  - reinstating a swimming pool and spa to safe operational condition after routine servicing
  - restoring work area after routine servicing
  - disposing of waste
  - cleaning and storing tools and equipment
  - providing client with information on compliance of swimming pool or spa and environs with safety legislation
  - completing workplace documents on routine maintenance of swimming pool or spa.

Assessment Conditions

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

Assessment of performance must be undertaken in the workplace or in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits expected in a workplace.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- work site/s and specifications to routinely maintain swimming pools and spas
- appropriate documents, SDSs, manufacturers' instructions, materials, tools, equipment and PPE currently used in industry
- requirements of appropriate sections of legislation and regulations
- relevant workplace policies and procedures.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSPS3004 Maintain swimming pool and spa water circulation and filtration systems

Modification History

Release 1.

Supersedes and is equivalent to CPPSPS3004A.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 6.0.

Application

This unit of competency specifies the skills and knowledge required to carry out routine maintenance of swimming pool and spa water circulation and filtration systems.

It includes:

- preparing for and carrying out maintenance to swimming pool and spa circulation and filtration systems
- assessing hazards and determining risk controls, including pool and spa safety barriers
- completing maintenance and minor repair activities, including work completion records.

It applies to swimming pool and spa technicians, and related industry professionals and specialists, with limited supervisory responsibilities who perform their duties alone or as members of a team.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Swimming pool and spa servicing

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Prepare for	1.1 Review task requirements for routine maintenance of

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routine maintenance of swimming pool and spa water circulation and filtration systems.	swimming pool and spa water circulation and filtration systems. 1.2 Review requirements of legislation relating to the task. 1.3 Review work health and safety (WHS) requirements for the task, in accordance with safety plans, policies and safety data sheets (SDSs). 1.4 Identify hazards, assess risks and determine and implement risk control measures including requirements for safety signage, barricade and personal protective equipment (PPE). 1.5 Review environmental requirements for the task in accordance with environmental plans and legislative requirements. 1.6 Inspect and assess swimming pool and spa water circulation and filtration systems and environs for operational effectiveness and safe operation against normal operating criteria. 1.7 Select tools and equipment, check for serviceability and rectify or report any faults. 1.8 Select materials for task and check against quality requirements.
2. Carry out routine maintenance of swimming pool and spa water circulation and filtration systems.	2.1 Carry out all work in accordance with task, workplace and legislative requirements. 2.2 Implement identified risk control measures, including erecting safety signage and barricades, and fitting PPE. 2.3 Carry out routine servicing of swimming pool and spa water circulation and filtration systems in accordance with manufacturers' specifications and workplace requirements. 2.4 Identify faults in swimming pool and spa water circulation and filtration systems and make routine repairs or report faults and requirements for repairs.
3. Complete maintenance of swimming pool and spa water circulation and filtration systems.	3.1 Reinstate serviced swimming pool and spa water circulation and filtration systems to safe operational condition. 3.2 Restore work area to original condition and check for and rectify or report safety hazards, dispose of waste in accordance with environmental requirements, and clean and store tools and equipment. 3.3 Report for repair or replacement any malfunctions, faults, wear or damage to swimming pool and spa water circulation and filtration systems, environs, tools and equipment. 3.4 Provide client with information on compliance with safety legislation of swimming pool and spa water circulation and filtration systems and environs. 3.5 Complete and store work completion documentation.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- reading skills to:
  - interpret task documentation
  - understand written instructions, procedures and signs
  - access information in safety data sheets (SDSs)
  - interpret manufacturers' instructions and workplace requirements
- writing skills to report faults and record work completion information
- numeracy skills to interpret numerical information relating to routine swimming pool and spa water circulation and filtration systems maintenance
- oral communication skills to:
  - use questioning to identify and confirm requirements
  - provide client with information
  - report work site hazards.

Unit Mapping Information

Supersedes and is equivalent to CPPSPS3004A Routinely maintain swimming pool and spa water circulation and filtration systems.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSPS3004 Maintain swimming pool and spa water circulation and filtration systems

Modification History

Release 1.

Supersedes and is equivalent to CPPSPS3004A.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 6.0.

Performance Evidence

To demonstrate competency in this unit, a person must perform routine maintenance of water circulation and filtration systems of each of two swimming pools and two spas.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- requirements of jurisdictional work health and safety and environmental legislation and regulations relating to routinely maintaining swimming pool and spa water circulation and filtration systems
- workplace requirements for undertaking all aspects of routinely maintaining swimming pool and spa water circulation and filtration systems, including:
  - work health and safety procedures
  - workplace emergency procedures
  - use of safety data sheets (SDSs)
  - safe handling of chemicals and equipment
  - emergency responses relating to hazardous materials and chemicals
  - interpreting work orders and reporting problems
- Australian Competition and Consumer Commission product safety guidelines and Commonwealth, state or territory legislation, and local government regulations, Australian Standards, and codes of practice impacting on the routine maintenance of swimming pool and spa water circulation and filtration systems relating to:
  - electrical and plumbing regulations controlling conduct of electrical and plumbing work
  - private and public swimming pools and spas
  - swimming pool and spa safety barriers
  - environmental health
  - waste disposal

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- processes to identify hazards, assess risks and determine and implement risk control measures in routine maintenance of swimming pool and spa water circulation and filtration systems, including:
  - chemical hazards
  - electrical hazards
  - bacteria, viruses
  - bodily fluids
  - contaminated water and surfaces
  - working in confined spaces
- tools, materials and equipment used in routine maintenance of swimming pools and spas water circulation and filtration systems, their application and requirements for safe use
- personal protective equipment (PPE) requirements and use in routine maintenance of swimming pool and spa water circulation and filtration systems
- processes and requirements for inspection and assessment of swimming pool and spa water circulation and filtration systems for operational effectiveness and safe operation
- requirements for routine servicing of swimming pool and spa water circulation and filtration systems
- testing and overflow testing
- filtration principles
- flow rate
- direction suction
- types of filters
- filter area
- filter media changeover
- water removal
- swimming pool and spa water circulation and filtration systems' components, including:
  - circulation systems and pumps
  - control systems
  - dosing systems
  - gauges used to determine circulation performance
  - motors
  - piping
  - pressure side elements
  - suction side elements
  - valves
- processes for:
  - reporting faults, wear or damage
  - providing client with information on compliance of swimming pool and spa water circulation and filtration systems and environs with safety legislation
  - reinstating swimming pool and spa water circulation and filtration systems to safe operational condition after routine servicing
  - restoring work area after routine servicing

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  - disposing of waste
  - cleaning and storing tools and equipment
  - completing workplace documents on routine maintenance of swimming pool and spa water circulation and filtration systems
- differences between hot and cold-water chemistry.

Assessment Conditions

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

Assessment of performance must be undertaken in the workplace or in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits expected in a workplace.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- work site/s and specifications for routine maintenance of swimming pools and spas water circulation and filtration systems
- appropriate documents, SDSs, manufacturers' instructions, materials, tools, equipment and PPE currently used in industry
- requirements of appropriate sections of legislation and regulations
- relevant workplace policies and procedures.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSPS3005 Maintain swimming pool and spa dosing systems

Modification History

Release 1.

Supersedes and is equivalent to CPPSPS3005A.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 6.0.

Application

This unit of competency specifies the skills and knowledge required to carry out routine maintenance of swimming pool and spa dosing systems.

It includes:

- preparing for and carrying out maintenance to swimming pool and spa dosing systems
- assessing hazards and determining risk controls, including pool and spa safety barriers
- completing maintenance and minor repair activities, including work completion records.

It applies to swimming pool and spa technicians, and related industry professionals and specialists, with limited supervisory responsibilities who perform their duties alone or as members of a team.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Swimming pool and spa servicing

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Prepare for routine maintenance of swimming pool and	1.1 Review task requirements for routine maintenance of swimming pool and spa dosing systems.

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spa dosing systems.	1.2 Review requirements of legislation relating to the task. 1.3 Review work health and safety (WHS) requirements for the task, in accordance with safety plans, policies and safety data sheets (SDSs). 1.4 Identify hazards, assess risks and determine and implement risk control measures including requirements for safety signage, barricade and personal protective equipment (PPE). 1.5 Review environmental requirements for the task in accordance with environmental plans and legislative requirements. 1.6 Inspect and assess swimming pool and spa dosing systems and environs for operational effectiveness and safe operation against normal operating criteria. 1.7 Select tools and equipment, check for serviceability and rectify or report any faults. 1.8 Select materials for task and check against quality requirements.
2. Carry out routine maintenance of swimming pool and spa dosing systems.	2.1 Carry out all work in accordance with task, workplace and legislative requirements. 2.2 Implement identified risk control measures, including erecting safety signage and barricades, and fitting PPE. 2.3 Carry out routine servicing of swimming pool and spa dosing systems in accordance with manufacturers' specifications and workplace requirements. 2.4 Identify faults in swimming pool or spa dosing systems and make routine repairs or report faults and requirements for repairs.
3. Complete maintenance of swimming pool and spa dosing systems.	3.1 Reinstate serviced swimming pool and spa dosing systems to safe operational condition. 3.2 Restore work area to original condition and check for and rectify or report safety hazards, dispose of waste in accordance with environmental requirements, and clean and store tools and equipment. 3.3 Report for repair or replacement any malfunctions, faults, wear or damage to swimming pool and spa dosing systems, environs, tools and equipment. 3.4 Provide client with information on compliance with safety legislation of swimming pool and spa dosing systems and environs. 3.5 Complete and store work completion documentation.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- reading skills to:
  - interpret task documentation
  - understand written instructions, procedures and signs
  - access information in safety data sheets (SDSs)
  - interpret manufacturers' instructions and workplace requirements
- writing skills to report faults and record work completion information
- numeracy skills to interpret numerical information relating to routine swimming pool and spa dosing systems maintenance
- oral communication skills to:
  - use questioning to identify and confirm requirements
  - provide client with information
  - report work site hazards.

Unit Mapping Information

Supersedes and is equivalent to CPPSPS3005A Routinely maintain swimming pool and spa dosing systems.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSPS3005 Maintain swimming pool and spa dosing systems

Modification History

Release 1.

Supersedes and is equivalent to CPPSPS3005A.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 6.0.

Performance Evidence

To demonstrate competency in this unit, a person must perform routine maintenance of dosing systems of each of two swimming pools and two spas.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- requirements of jurisdictional work health and safety and environmental legislation and regulations relating to routinely maintaining swimming pool and spa dosing systems
- workplace requirements for undertaking all aspects of routinely maintaining swimming pool and spa dosing systems, including:
  - work health and safety procedures
  - workplace emergency procedures
  - use of safety data sheets (SDSs)
  - safe handling of chemicals and equipment
  - emergency responses relating to hazardous materials and chemicals
  - interpreting work orders and reporting problems
- Australian Competition and Consumer Commission product safety guidelines and Commonwealth, state or territory legislation, and local government regulations, Australian Standards, and codes of practice impacting on the routine maintenance of swimming pool and spa dosing systems relating to:
  - electrical and plumbing regulations controlling conduct of electrical and plumbing work
  - private and public swimming pools and spas
  - swimming pool and spa safety barriers
  - environmental health
  - waste disposal

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- processes to identify hazards, assess risks and determine and implement risk control measures in routine maintenance of swimming pool and spa dosing systems, including:
  - chemical hazards
  - electrical hazards
  - bacteria, viruses
  - bodily fluids
  - contaminated water and surfaces
  - working in confined spaces
- tools, materials and equipment used in routine maintenance of swimming pool and spa dosing systems, their application and requirements for safe use
- personal protective equipment (PPE) requirements and use in routine maintenance of swimming pool and spa dosing systems
- processes and requirements for inspection and assessment of swimming pool and spa dosing systems for operational effectiveness and safe operation
- requirements for routine servicing of swimming pool and spa dosing systems
- maintenance processes and procedures for:
  - dosing control systems
  - erosion feeders or flow-through chemical feed systems: pressure differential feeders,
  - pressure erosion dry chemical feeders, pressure to vacuum feeders, and spray erosion dry chemical feeders
  - gas feed systems, excluding chlorine gas systems: carbon dioxide and ozone
  - ionisers
  - liquid solution feeds
  - salt water pool chlorinators: brine method and in-line
  - ultraviolet (UV) system
- swimming pool and spa dosing systems equipment and tools, including
  - electrically interlocking chemical feeder and pool pump systems:
    - procedure
    - purpose
- water testing:
  - parameters
  - techniques
  - test results
- processes for:
  - reporting faults, wear or damage
  - providing client with information on compliance with safety legislation of swimming pool and spa dosing systems and environs
  - reinstating a swimming pool and spa dosing systems to safe operational condition after routine servicing
  - restoring work area after routine servicing
  - disposing of waste

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  - cleaning and storing tools and equipment
  - providing client with information on compliance of swimming pool or spa dosing systems and environs with safety legislation
  - completing workplace documents on routine maintenance of swimming pool or spa dosing systems
- differences between hot and cold-water chemistry.

Assessment Conditions

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

Assessment of performance must be undertaken in the workplace or in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits expected in a workplace.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- work site/s and specifications for routine maintenance of swimming pool and spa dosing systems
- appropriate documents, SDSs, manufacturers' instructions, materials, tools, equipment and PPE currently used in industry
- requirements of appropriate sections of legislation and regulations
- relevant workplace policies and procedures.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSPS3006 Maintain swimming pool and spa cleaning and vacuuming systems

Modification History

Release 1.

Supersedes and is equivalent to CPPSPS3006A.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 6.0.

Application

This unit of competency specifies the skills and knowledge required to carry out routine maintenance of swimming pool cleaning and vacuuming systems.

It includes:

- preparing for and carrying out maintenance to swimming pool cleaning and vacuuming systems
- assessing hazards and determining risk controls, including pool safety barriers
- completing maintenance and minor repair activities, including work completion records.

It applies to swimming pool and spa technicians, and related industry professionals and specialists, with limited supervisory responsibilities who perform their duties alone or as members of a team.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Swimming pool and spa servicing

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Prepare for	1.1 Review task requirements for routine maintenance of

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routine maintenance of swimming pool cleaning and vacuuming systems.	swimming pool cleaning and vacuuming systems. 1.2 Review requirements of legislation relating to the task. 1.3 Review work health and safety (WHS) requirements for the task, in accordance with safety plans, policies and safety data sheets (SDSs). 1.4 Identify hazards, assess risks, and determine and implement risk control measures including requirements for safety signage, barricade and personal protective equipment (PPE). 1.5 Review environmental requirements for the task in accordance with environmental plans and legislative requirements. 1.6 Inspect and assess swimming pool cleaning and vacuuming systems and environs for operational effectiveness and safe operation against normal operating criteria. 1.7 Select tools and equipment, check for serviceability and rectify or report any faults. 1.8 Select materials for task and check against quality requirements.
2. Carry out routine maintenance of swimming pool cleaning and vacuuming systems.	2.1 Carry out all work in accordance with task, workplace and legislative requirements. 2.2 Implement identified risk control measures, including erecting safety signage and barricades, and fitting PPE. 2.3 Carry out routine servicing of swimming pool swimming pool cleaning and vacuuming systems in accordance with manufacturers' specifications and workplace requirements. 2.4 Identify faults in swimming pool cleaning and vacuuming systems and make routine repairs or report faults and requirements for repairs.
3. Complete maintenance of swimming pool cleaning and vacuuming systems.	3.1 Reinstate serviced swimming pool cleaning and vacuuming systems to safe operational condition. 3.2 Restore work area to original condition and check for and rectify or report safety hazards, dispose of waste in accordance with environmental requirements, and clean and store tools and equipment. 3.3 Report for repair or replacement any malfunctions, faults, wear or damage to swimming pool cleaning and vacuuming systems, environs, tools or equipment. 3.4 Provide client with information on compliance with safety legislation of swimming pool cleaning and vacuuming systems and environs. 3.5 Complete and store work completion documentation.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- reading skills to:
  - interpret task documentation
  - understand written instructions, procedures and signs
  - access information in safety data sheets (SDSs)
  - interpret manufacturers' instructions and workplace requirements
- writing skills to report faults and record work completion information
- numeracy skills to interpret numerical information relating to routine swimming pool cleaning and vacuuming systems maintenance
- oral communication skills to:
  - use questioning to identify and confirm requirements
  - provide client with information
  - report work site hazards.

Unit Mapping Information

Supersedes and is equivalent to CPPSPS3006A Routinely maintain swimming pool and spa cleaning and vacuuming systems.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSPS3006 Maintain swimming pool and spa cleaning and vacuuming systems

Modification History

Release 1.

Supersedes and is equivalent to CPPSPS3006A.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 6.0.

Performance Evidence

To demonstrate competency in this unit, a person must perform routine maintenance of the cleaning and vacuuming systems in each of two swimming pools.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- requirements of jurisdictional work health and safety and environmental legislation and regulations relating to routinely maintaining swimming pool cleaning and vacuuming systems
- workplace requirements for undertaking all aspects of routinely maintaining swimming pool cleaning and vacuuming systems, including:
  - work health and safety procedures
  - workplace emergency procedures
  - use of safety data sheets (SDSs)
  - emergency responses relating to hazardous materials and chemicals
  - interpreting work orders and reporting problems
- Australian Competition and Consumer Commission product safety guidelines and Commonwealth, state or territory legislation, and local government regulations, Australian Standards, and codes of practice impacting on the routine maintenance of swimming pool cleaning and vacuuming systems relating to:
  - electrical and plumbing regulations controlling conduct of electrical and plumbing work
  - private and public swimming pools
  - swimming pool safety barriers
  - environmental health
  - waste disposal

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- processes to identify hazards, assess risks and determine and implement risk control measures in routine maintenance of swimming pool cleaning and vacuuming systems, including:
  - chemical hazards
  - electrical hazards
  - bacteria, viruses
  - bodily fluids
  - contaminated water and surfaces
- working in confined spaces
- tools, materials and equipment used in routine maintenance of swimming pool cleaning and vacuuming systems, their application and requirements for safe use
- personal protective equipment (PPE) requirements and use in routine maintenance of swimming pool cleaning and vacuuming systems
- processes and requirements for inspection and assessment of swimming pool cleaning and vacuuming systems for operational effectiveness and safe operation
- requirements for routine servicing of swimming pool cleaning and vacuuming systems
- swimming pool cleaning and vacuuming systems equipment and tools, including:
  - built-in floor systems
  - electric self-propelled cleaners
  - pressure cleaners
  - suction cleaners
  - communications equipment
  - computer and software
  - hand tools
  - power tools
- processes for:
  - reporting faults, wear or damage
  - providing client with information on compliance with safety legislation of swimming pool cleaning and vacuuming systems and environs
  - reinstating a swimming pool cleaning and vacuuming systems to safe operational condition after routine servicing
  - restoring work area after routine servicing
  - disposing of waste
  - cleaning and storing tools and equipment
  - providing client with information on compliance of swimming pool cleaning and vacuuming systems and environs with safety legislation
  - completing workplace documents on routine maintenance of swimming pool cleaning and vacuuming systems.

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Assessment Conditions

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

Assessment of performance must be undertaken in the workplace or in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits expected in a workplace.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- work site/s and specifications for routine maintenance of swimming pool cleaning and vacuuming systems
- appropriate documents, SDSs, manufacturers' instructions, materials, tools, equipment and PPE currently used in industry
- requirements of appropriate sections of legislation and regulations
- relevant workplace policies and procedures.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSPS3007 Maintain swimming pool and spa heating systems

Modification History

Release 1.

Supersedes and is equivalent to CPPSPS3007A.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 6.0.

Application

This unit of competency specifies the outcomes required to carry out routine maintenance of swimming pool and spa heating systems.

It includes:

- preparing for and carrying out maintenance to swimming pool and spa heating systems
- assessing hazards and determining risk controls, including pool and spa safety barriers
- completing maintenance and minor repair activities, including work completion records.

It applies to swimming pool and spa technicians, and related industry professionals and specialists, with limited supervisory responsibilities who perform their duties alone or as members of a team.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Swimming pool and spa servicing

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Prepare for routine maintenance of swimming pool and	1.1 Review task requirements for routine maintenance of swimming pool and spa heating systems.

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spa heating systems.	1.2 Review requirements of legislation relating to the task. 1.3 Review work health and safety (WHS) requirements for the task, in accordance with safety plans, policies and safety data sheets (SDSs). 1.4 Identify hazards, assess risks and determine and implement risk control measures including requirements for safety signage, barricade and personal protective equipment (PPE). 1.5 Review environmental requirements for the task in accordance with environmental plans and legislative requirements. 1.6 Inspect and assess swimming pool and spa heating systems and environs for operational effectiveness and safe operation against normal operating criteria. 1.7 Select tools and equipment, check for serviceability and rectify or report any faults. 1.8 Select materials for task and check against quality requirements.
2. Carry out routine maintenance of swimming pool and spa heating systems.	2.1 Carry out all work in accordance with task, workplace and legislative requirements. 2.2 Implement identified risk control measures, including erecting safety signage and barricades, and fitting PPE. 2.3 Carry out routine servicing of swimming pool and spa heating systems in accordance with manufacturers' specifications and workplace requirements. 2.4 Identify faults in swimming pool or spa heating systems and make routine repairs or report faults and requirements for repairs.
3. Complete maintenance of swimming pool and spa heating systems.	3.1 Reinstate serviced swimming pool and spa heating systems to safe operational condition. 3.2 Restore work area to original condition and check for and rectify or report safety hazards, dispose of waste in accordance with environmental requirements, and clean and store tools and equipment. 3.3 Report for repair or replacement any malfunctions, faults, wear or damage to swimming pool and spa heating systems, environs, tools and equipment. 3.4 Provide client with information on compliance with safety legislation of swimming pool and spa heating systems and environs. 3.5 Complete and store work completion documentation.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- reading skills to:
  - interpret task documentation
  - understand written instructions, procedures and signs
  - access information in safety data sheets (SDSs)
  - interpret manufacturers' instructions and workplace requirements
- writing skills to report faults and record work completion information
- numeracy skills to interpret numerical information relating to routine swimming pool and spa heating systems maintenance
- oral communication skills to:
  - use questioning to identify and confirm requirements
  - provide client with information
  - report work site hazards.

Unit Mapping Information

Supersedes and is equivalent to CPPSPS3007A Routinely maintain swimming pool and spa heating systems.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSPS3007 Maintain swimming pool and spa heating systems

Modification History

Release 1.

Supersedes and is equivalent to CPPSPS3007A.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 6.0.

Performance Evidence

To demonstrate competency in this unit, a person must perform routine maintenance of the heating systems in each of two swimming pools and two spas.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- requirements of jurisdictional work health and safety and environmental legislation and regulations relating to routinely maintaining swimming pool and spa heating systems
- workplace requirements for undertaking all aspects of routinely maintaining swimming pool and spa heating systems, including:
- work health and safety procedures
    - workplace emergency procedures
    - use of safety data sheets (SDSs)
    - emergency responses relating to hazardous materials and chemicals
    - interpreting work orders and reporting problems
- Australian Competition and Consumer Commission product safety guidelines and Commonwealth, state or territory legislation, and local government regulations, Australian Standards, and codes of practice impacting on the routine maintenance of swimming pool and spa heating systems relating to:
    - electrical and plumbing regulations controlling conduct of electrical and plumbing work
    - private and public swimming pools and spas
    - swimming pool and spa safety barriers
    - environmental health
    - waste disposal
- processes to identify hazards, assess risks and determine and implement risk control measures in routine maintenance of swimming pool and spa heating systems, including:

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  - chemical hazards
  - electrical hazards
  - bacteria, viruses
  - bodily fluids
  - contaminated water and surfaces
  - working in confined spaces
- tools, materials and equipment used in routine maintenance of swimming pool and spa heating systems, their application and requirements for safe use
- personal protective equipment (PPE) requirements and use in routine maintenance of swimming pool and spa heating systems
- processes and requirements for inspection and assessment of swimming pool and spa heating systems for operational effectiveness and safe operation
- requirements for routine servicing of swimming pool and spa heating systems, including:
  - adjustments
  - cleaning
  - confirming operation
  - identifying worn parts
  - inspecting
  - lubricating
  - programming automated systems
  - replacing consumable or worn parts
  - routine repairs
  - testing
- swimming pool and spa heating systems equipment and tools, including:
  - communications equipment
  - computer and software
  - hand tools
  - ladders
  - lifting equipment
  - power tools
  - scaffolds
- swimming pool and spa heating systems, including:
  - gas
  - electric
  - heat exchangers
  - heat pumps
  - solar
  - freestanding
  - glazed
  - plastic

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  - roof-mounted
  - rubber
  - solar blankets
- processes for:
  - reporting faults, wear or damage
  - providing client with information on compliance with safety legislation of swimming pool and spa heating systems and environs
  - reinstating swimming pool and spa heating systems to safe operational condition after routine servicing
  - restoring work area after routine servicing
  - disposing of waste
  - cleaning and storing tools and equipment
  - providing client with information on compliance of swimming pool and spa heating systems and environs with safety legislation
  - completing workplace documents on routine maintenance of swimming pool and spa heating systems.

Assessment Conditions

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

Assessment of performance must be undertaken in the workplace or in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits expected in a workplace.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- work site/s and specifications for routine maintenance of swimming pool and spa heating systems
- appropriate documents, SDSs, manufacturers' instructions, materials, tools, equipment and PPE currently used in industry
- requirements of appropriate sections of legislation and regulations
- relevant workplace policies and procedures.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSPS3008 Work in the swimming pool and spa servicing industry

Modification History

Release 1.

Supersedes and is equivalent to CPPSPS3008A.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 6.0.

Application

This unit of competency specifies the skills and knowledge required to work in the swimming pool and spa servicing industry.

It includes:

- the basic entry-level functions that enable compliance with legislative requirements and industry
- complying with enterprise ethical standards and codes of conduct
- identifying own work role and responsibilities
- participating in a team
- identifying risks
- awareness of the environmental regulations and employment arrangements that apply to swimming pool and spa technicians.

It applies to swimming pool and spa technicians, and related industry professionals and specialists, with limited supervisory responsibilities who perform their duties alone or as members of a team.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Swimming pool and spa servicing

Elements and Performance Criteria

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Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Comply with legislative and regulatory requirements for working in the swimming pool and spa servicing industry.	1.1 Identify and apply legislative and regulatory requirements for working in the swimming pool and spa servicing industry. 1.2 Confirm own understanding of legislative requirements for swimming pool and spa technicians with supervisor. 1.3 Identify situations requiring specialist advice to meet legislative requirements, and seek assistance as required. 1.4 Report breaches or potential breaches of legislative requirements.
2. Comply with ethical practices and codes of conduct while working as a swimming pool and spa technician.	2.1 Review and apply industry, business and association standards, and codes of ethics, practice and/or conduct. 2.2 Confirm own understanding of ethical and conduct requirements with supervisor 2.3 Identify and review situations requiring specialist advice and seek assistance as required.
3. Review own work role while working as a swimming pool and spa technician.	3.1 Identify own work role and responsibilities and confirm with supervisor. 3.2 Identify, schedule and complete work tasks within designated timeframes. 3.3 Seek feedback from clients and colleagues relating to own competence and performance and use to identify areas for improvement 3.4 Record and maintain information regarding learning and professional development in line with workplace requirements. 3.5 Complete and store work completion documentation.
4. Work as a member of a team.	4.1 Confirm team goals in accordance with workplace requirements. 4.2 Apply strategies to identify own role in the team, support other team members, and prevent conflict within the team. 4.3 Provide information to clients on compliance of swimming pool or spa and environs with safety legislation. 4.4 Give and receive feedback to assist the team to meet own, team and workplace goals.
5. Identify hazards and minimise risks involved in working as a	5.1 identify hazards, assess risks and determine and implement risk control measures. 5.2 Apply workplace policies and procedures for minimising

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swimming pool and spa technician.	risks. 5.3 Provide information to clients on compliance of swimming pool or spa and environs with safety legislation. 5.4 Identify and review own limitations in identifying risks, and seek assistance as required.
6. Review industry employment requirements for working as a swimming pool and spa technician	6.1 Access and review industry employment requirements to determine own professional development needs and priorities. 6.2 Access and review employee and employer rights and responsibilities, including remuneration and employment conditions. 6.3 Maintain organisational personal presentation standards.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- reading skills to:
  - interpret legislative and regulatory and workplace requirements
- writing skills to:
  - report breaches of requirements
  - record information on learning and professional development
  - record work completion information
- oral communication skills to:
  - seek specialist advice
  - confirm understanding with supervisor
  - communicate effectively with colleagues in a team
  - report potential risks
  - provide clients with information
  - seek feedback from clients and colleagues.

Unit Mapping Information

Supersedes and is equivalent to CPPSPS3008A Work in the swimming pool and spa servicing industry.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSPS3008 Work in the swimming pool and spa servicing industry

Modification History

Release 1.

Supersedes and is equivalent to CPPSPS3008A.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 6.0.

Performance Evidence

To demonstrate competency in this unit, a person must demonstrate working consistently and effectively as a swimming pool and spa servicing technician.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- requirements of jurisdictional work health and safety and environmental legislation and regulations relating to working in the swimming pool and spa servicing industry
- workplace requirements for undertaking all aspects of Work in the swimming pool and spa servicing industry, including:
  - work health and safety procedures
  - workplace emergency procedures
  - use of safety data sheets (SDSs)
  - emergency responses relating to hazardous materials and chemicals
  - interpreting work orders and reporting problems
- Australian Competition and Consumer Commission product safety guidelines for spas and pools
- Australian Standards and associated handbooks, including:
  - AS 1926.1 Swimming pool safety – Safety barriers for swimming pools
  - AS 1926.2 Swimming pool safety – Location of safety barriers for swimming pools
  - AS 1926.3 Swimming pool safety – Water recirculation systems
  - AS 3633 Private swimming pools – Water quality
  - AS 3634 Solar heating systems for swimming pools
  - AS 3979 Hydrotherapy pools
  - HB 241 Water Management for Public Swimming Pools and Spas
  - S8.1.12.0203 Safe Work Methods – Pool Chemicals – Safe handling
- workplace procedures for working in the swimming pool and spa servicing industry

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- customer service principles relating to working in the swimming pool and spa servicing industry
- industry codes of practice and ethics relating to working in the swimming pool and spa servicing industry
- principles of effective communication relating to working in the swimming pool and spa servicing industry
- processes for scheduling, time management and monitoring of work tasks relating to working in the swimming pool and spa servicing industry
- techniques for seeking and acting upon feedback on own competence and performance relating to working in the swimming pool and spa servicing industry
- principles of risk assessment and risk mitigation relating to working in the swimming pool and spa servicing industry
- processes for completing workplace documentation relating to working in the swimming pool and spa servicing industry
- employment requirements and employer and employee rights and responsibilities relating to working in the swimming pool and spa servicing industry
- swimming pool and spa servicing industry remuneration and employment conditions
- processes for establishing own professional development needs and priorities relating to working in the swimming pool and spa servicing industry.

Assessment Conditions

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

Assessment of performance must be undertaken in the workplace or in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits expected in a workplace.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- work site/s and specifications for working in the swimming pool and spa servicing industry
- appropriate documents, SDSs and PPE currently used in industry
- requirements of appropriate sections of legislation and regulations
- relevant workplace policies and procedures.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSPS3009 Maintain swimming pool and spa stock

Modification History

Release 1.

Supersedes and is equivalent to CPPSPS3009A.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 6.0.

Application

This unit of competency specifies the skills and knowledge required to order, receive, maintain and control swimming pool and spa stock.

It includes:

- sourcing and requisitioning stock
- receiving and storing stock
- controlling stock levels
- collecting and disposing of stock waste
- responding to emergency situations involving hazardous stock.

It applies to swimming pool and spa technicians, and related industry professionals and specialists, with limited supervisory responsibilities who perform their duties alone or as members of a team.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Swimming pool and spa servicing

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Source and	1.1 Identify stock requirements.

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requisition swimming pool and spa stock.	1.2 Obtain and document information from suppliers on stock availability, cost and delivery capacity. 1.3 Obtain approval for stock orders following workplace procedures to meet stock maintenance requirements 1.4 Place and record orders for stock items with suppliers.
2. Receive swimming pool and spa stock.	2.1 Apply stock handling and storing procedures in accordance with legislative, manufacturers' and workplace requirements. 2.2 Check stock quantities and quality with requirements of order and report discrepancies or unacceptable quality issues. 2.3 Record stock receipt data. 2.4 Manage deliveries of swimming pool and spa chemicals and other dangerous goods in accordance with safety requirements. 2.5 Complete and maintain stock-control documentation and records.
3. Store swimming pool and spa stock.	3.1 Follow stock storage, transport and handling processes in accordance with safety requirements. 3.2 Place stock placed on shelves or in storage locations in line with enterprise stock layout plan and in accordance with safety requirements. 3.3 Separate, handle and store swimming pool and spa chemicals in accordance with workplace and safety requirements. 3.4 Monitor and maintain storage conditions to ensure product integrity and compliance with legislative, manufacturers' and workplace requirements. 3.5 Implement and follow workplace product-security procedures.
4. Control swimming pool and spa stock levels.	4.1 Identify and record working stock levels. 4.2 Implement and apply stock-control procedures to maintain working stock levels. 4.3 Implement and apply stocktaking procedures to conduct a stock take. 4.4 Identify, investigate, record, resolve and stock discrepancies.
5. Collect and dispose of swimming pool and spa stock waste.	5.1 Identify, label and process expired, damaged and returned stock following enterprise procedures 5.2 Dispose of expired, damaged and returned stock following with enterprise disposal procedures and legislative requirements. 5.3 Update stock records following return of stock or after

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	disposal of expired and damaged stock.
6. Respond to emergency situations involving hazardous swimming pool and spa stock.	6.1 Respond to accidental spillages and emergency situations following emergency response procedures and complying with environmental, legislative and workplace requirements. 6.2 Complete regulatory and workplace documentation required in response to accidental leakages and emergency situations.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- reading skills to interpret:
  - stock requirements
  - information from suppliers
  - workplace and legislative requirements
- writing skills to:
  - place and record stock orders
  - record information on receiving and storing stock, and stock levels
  - record details of accidental spillages and emergency situations
- numeracy skills to calculate stock quantities during ordering, receipt and storage
- oral communication skills to communicate effectively with colleagues and suppliers
- technology skills to use computerised stock control systems.

Unit Mapping Information

Supersedes and is equivalent to CPPSPS3009A Maintain swimming pool and spa stock.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSPS3009 Maintain swimming pool and spa stock

Modification History

Release 1.

Supersedes and is equivalent to CPPSPS3009A.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 6.0.

Performance Evidence

To demonstrate competency in this unit, a person must maintain swimming pool and spa stock in a one swimming pool and spa service and retail organisation.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- requirements of jurisdictional legislation and regulations relating to maintaining swimming pool and spa stock, including those for work health and safety (WHS) and protection of the environment
- workplace procedures for maintaining swimming pool and spa stock, including interpreting work orders and reporting problems
- Australian Competition and Consumer Commission product safety guidelines
- Commonwealth, state or territory legislation, and local government regulations, Australian standards, and codes of practice impacting on swimming pool and spa stocks and supplies relating to:
  - chemicals
  - dangerous goods
  - emergencies
  - private and public swimming pools and spas
  - product recall
  - WHS
- stock databases and information systems to support management of supplier information and goods requisition
- processes for:
  - identifying swimming pool and spa stock requirements
  - obtaining and documenting information on swimming pool and spa stock from suppliers

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- obtaining approval for swimming pool and spa stock orders
- placing and recording orders for swimming pool and spa stock
- safely receiving, checking, handling, storing and recording deliveries of swimming pool and spa stock
- using and maintaining stock control and stocktaking systems
- safely handling and storing swimming pool and spa chemicals, including:
  - documentation requirements
  - emergency response procedures
  - equipment types and functions
  - handling and storage requirements
  - hazards and risks of storing, preparing, using and disposing of chemicals
  - injury, dangerous occurrence and incident reporting requirements
- securely maintaining storage conditions
- responding to emergency situations involving hazardous swimming pool and spa stock, and completing records of responses
- stock layout and storage locations and conditions for swimming pool and spa stock items
- product knowledge, including manufacturers' specifications for equipment and chemicals being used
- routes of entry to storage areas and potential symptoms of exposure from chemicals
- types of swimming pool and spa chemicals.
- HAZCHEM code system
- WHS and environmental management issues and processes relating to the handling and disposal of swimming pool and spa stock.

Assessment Conditions

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

Assessment of performance must be undertaken in the workplace or in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits expected in a workplace.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- work site/s and specifications to maintain swimming pool and spa stock
- swimming pool and spa stock-control system
- appropriate documents, safety data sheets (SDSs), tools, equipment and PPE currently used in industry
- requirements of appropriate sections of legislation and regulations
- relevant workplace policies and procedures.

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Links

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CPPSPS3010 Sell swimming pool and spa products and services

Modification History

Release 1.

Supersedes and is equivalent to CPPSPS3010A.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 6.0.

Application

This unit of competency specifies the skills and knowledge required to sell swimming pool and spa products and services. It involves applying selling skills and knowledge of swimming pool and spa products and services to meet customers' needs.

It applies to swimming pool and spa technicians, and related industry professionals and specialists, with limited supervisory responsibilities who perform their duties alone or as members of a team.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Swimming pool and spa servicing

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Prepare for selling swimming pool and spa products and services.	1.1 Review own swimming pool and spa product and service knowledge. 1.2 Review own knowledge of the types, applications, features and benefits of swimming pool and spa products and services.
2. Determine customer	2.1 Determine and apply type and timing of approach to customer, taking into account customer and workplace

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requirements for swimming pool and spa products and services	requirements. 2.2 Determine and apply appropriate sales approach to customer. 2.3 Apply questioning techniques to determine and confirm customer-buying motives for swimming pool and spa products and services. 2.4 Apply listening skills to determine and confirm customer requirements for swimming pool and spa products and services. 2.5 Interpret customer non-verbal communication cues to determine and confirm customer requirements for swimming pool and spa products and services.
3. Apply sales strategies.	3.1 Match customer motives and requirements to swimming pool and spa products and services. 3.2 Clearly communicate features and benefits of swimming pool and spa products and services to customer. 3.3 Clearly communicate swimming pool and spa product use and safety requirements to customer 3.4 Provide customer with manufacturers' and promotional information on swimming pool products and services. 3.5 Refer customer to product and service specialists as required. 3.6 Respond to customer questions about swimming pool and spa products and services accurately and honestly or refer to other staff for response.
4. Close sale of swimming pool and spa products and services.	4.1 Identify and monitor customer buying signals and respond appropriately. 4.2 Acknowledge customer objections and offer solutions. 4.3 Encourage customer to make purchase decisions. 4.4 Select and apply appropriate method of closing sale. 4.5 Process order and/or payment for swimming pool or spa product or service using ordering or point-of-sale systems, as required.
5. Maximise sale opportunities.	5.1 Identify and maximise opportunities for making additional sales. 5.2 Review sales process, outcomes and feedback to develop changes to maximise future sales.

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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- reading skills to access and interpret product information for swimming pool and spa products and services
- writing skills to complete information, and sales and delivery documentation for swimming pool and spa products and services
- numeracy skills to interpret routine numerical and graphical information relating to price and specifications of swimming pool and spa products and services
- oral communication skills to ask questions to clarify customer requirements for swimming pool and spa products and services
- technology skills to:
  - use business technologies
  - access swimming pool and spa products information
  - access and update electronic documents
  - search on-line databases.

Unit Mapping Information

Supersedes and is equivalent to CPPSPS3010A Sell swimming pool and spa products and services.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSPS3010 Sell swimming pool and spa products and services

Modification History

Release 1.

Supersedes and is equivalent to CPPSPS3010A.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 6.0.

Performance Evidence

To demonstrate competency in this unit, a person must successfully sell swimming pool and spa products and services, including each of:

- one swimming pool product
- one spa product
- one swimming pool or spa service.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- requirements of jurisdictional legislation and regulations relating to selling swimming pool and spa products and services, including those for work health and safety (WHS) and protection of the environment
- workplace procedures for selling swimming pool and spa products and services, including interpreting work orders and reporting problems
- Australian Competition and Consumer Commission product safety guidelines
- Commonwealth, state or territory legislation, and local government regulations impacting on the sale of swimming pool and spa products and services relating to:
  - consumer protection
  - dangerous goods
  - swimming pool and spa chemicals
  - environmental protection
  - health
  - work health and safety (WHS)
  - waste disposal
- processes for developing, documenting and demonstrating swimming pool and spa product service knowledge

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- techniques for types and timing of sales approaches to customers for swimming pool and spa products and services
- customer service principles applicable to customers for swimming pool and spa products and services
- theories of customer types, characteristics and behaviours applicable to customers for swimming pool and spa products and services, including:
  - customer behaviour and cues
  - customer buying motives
  - demographics, lifestyle and income range of potential buyers
  - individual and cultural differences
  - types of customer needs:
    - environmental
    - functional
    - psychological
- questioning techniques, listening skills and non-verbal communication skills applicable to customers for swimming pool and spa products and services
- techniques for communicating features and benefits of swimming pool and spa products and services to customers
- sources of information on swimming pool and spa products and services, including:
  - demonstrations
  - enterprise manuals
  - franchise and business meetings
  - internet
  - product labels
  - product profiles
  - promotional materials
  - staff members:
    - business owner
    - field staff
    - senior sales staff
  - supplier manuals
  - suppliers and their representatives
  - trade displays and trade conferences
  - training programs
  - videos
  - on-line databases, websites and information
- knowledge of features and benefits of workplace swimming pool and spa product and service range
- swimming pool and spa products and services, including:
  - components, spare parts and consumable items for swimming pool and spa systems
  - swimming pool and spa equipment and accessories

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  - swimming pool and spa maintenance, service and repair
  - swimming pool and spa toys
  - swimming pool and spa chemicals
  - technical advice on swimming pool or spa
  - water testing services
  - water testing kits
- swimming pool and spa product and service knowledge, including:
  - after-sales service and support of product or service
  - application of product or service
  - availability of product or service
  - benefits of product or service
  - common faults and troubleshooting of product or service
  - comparative products and services
  - consumer reports on product or service
  - environmental protection relating to product or service
  - features of product or service
  - installation and set-up of product or service
  - legislative and regulatory requirements relating to product or service
  - manufacturer requirements relating to product or service
  - operation of product or service
  - potential hazards of product or service
  - price of product or service
  - risks associated with product or service
  - safe handling, transport, disposal and storage requirements of product or service
  - safety features and requirements of product or service
  - servicing requirements of product or service
  - time-saving features of product or service
  - use-by dates of product or service
  - warranties of product or service
- components, spare parts and consumable items for swimming pool and spa systems, including:
  - circulation and filtration
  - cleaning and vacuuming
  - dosing
  - heating
  - lighting
  - spa equipment
  - swimming pool and spa accessories
  - swimming pool and spa maintenance, service and repair
  - swimming pool and spa toys

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  - swimming pool and spa chemicals
  - technical advice on swimming pools and spas
  - water testing services
  - water testing kits
- techniques for closing sales of swimming pool and spa products and services and for making additional sales
- procedures for processing different methods of placing orders or payment
- operation of point-of-sale systems
- processes for reviewing sales process, outcomes and feedback and using the results to improve sales performance.

Assessment Conditions

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

Assessment of performance must be undertaken in the workplace or in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits expected in a workplace.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- work site/s and specifications to sell swimming pool and spa products and services
- appropriate documents, safety data sheets (SDSs), and product and service information currently used in industry
- access to product and service on-line data
- requirements of appropriate sections of legislation and regulations
- relevant workplace policies and procedures.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSPS3011 Use and maintain business technology related to swimming pool and spa servicing

Modification History

Release 1.

Supersedes and is equivalent to CPPSPS3011A.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 6.0.

Application

This unit of competency specifies the skills and knowledge required to select, use and maintain a range of business technology equipment to support swimming pool and spa servicing.

It applies to swimming pool and spa technicians, and related industry professionals and specialists, with limited supervisory responsibilities who perform their duties alone or as members of a team.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement

Pre-requisite Unit

Nil

Unit Sector

Swimming pool and spa servicing

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Prepare to use business technology related to swimming pool and spa servicing.	1.1 Identify swimming pool and spa servicing task that requires use of business technology equipment. 1.2 Select business technology equipment related to swimming pool and spa servicing to achieve task requirements. 1.3 Identify and review manuals, training booklets and/or

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	online help or help-desks to support use of business technology equipment related to swimming pool and spa servicing.
2. Operate business technology related to swimming pool and spa servicing.	2.1 Identify and apply work health and safety (WHS) requirements relating to operation of swimming pool and spa servicing business technology equipment. 2.2 Access manuals, training booklets and/or online help or help-desks to assist with use of business technology equipment. 2.3 Operate business technology equipment following manufacturers' instructions. 2.4 Where required, interpret results from application of business technology equipment following manufacturers' instructions.
3. Maintain business technology related to swimming pool and spa servicing.	3.1 Follow workplace procedures to check business technology equipment for serviceability and arrange service or repair if required. 3.2 Perform routine maintenance of business technology equipment in accordance with maintenance schedule and within own work responsibility 3.3 Store business technology equipment safely and securely.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- reading skills to access and interpret manufacturers' instructions for business technology equipment relating to swimming pool and spa servicing
- writing skills to complete documentation relating to swimming pool and spa servicing relating to use of business technology equipment
- numeracy skills to interpret routine numerical and graphical information relating to business technology equipment involved in swimming pool and spa servicing
- oral communication skills to ask questions to clarify applications of business technology equipment relating to swimming pool and spa servicing
- technology skills to use business technology equipment to access information relating to swimming pool and spa servicing.

Unit Mapping Information

Supersedes and is equivalent to CPPSPS3011A Use and maintain business technology related to swimming pool and spa servicing.

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Assessment Requirements for CPPSPS3011 Use and maintain business technology related to swimming pool and spa servicing

Modification History

Release 1.

Supersedes and is equivalent to CPPSPS3011A.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 6.0.

Performance Evidence

To demonstrate competency in this unit, a person must use and maintain business technology equipment related to swimming pool and spa servicing, including using and maintaining three pieces of equipment in completing work tasks associated with swimming pool and spa servicing.

One piece of equipment must be selected from each of the following three lists:

- general business equipment (select 1):
  - digital camera
  - electronic diary or scheduler
  - electronic tablet
  - global positioning system (GPS)
  - laptop or personal computer
  - modem
  - printer
  - smart phone
  - mobile device
- point-of-sale equipment (select 1):
  - cash register
  - EFTPOS equipment
  - scanner
- swimming pool and spa-specific equipment (select 1):
  - chlorometer
  - digital water testing device
  - electronic stopwatch
  - electronic thermometer
  - photometer
  - pool management software package.

In doing this, the person must meet the performance criteria for this unit.

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Knowledge Evidence

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

- requirements of jurisdictional legislation and regulations relating to using and maintaining business technology equipment related to swimming pool and spa servicing, including those for work health and safety (WHS) and protection of the environment
- workplace procedures for using and maintaining business technology equipment related to swimming pool and spa servicing, including interpreting work orders and reporting problems
  - equipment manuals
  - training programs
  - videos
  - on-line information
- processes to access and use:
  - information in manuals, training booklets and/or online help or help-desks to support use of business technology related to swimming pool and spa servicing
  - items of business technology for tasks commonly undertaken in the swimming pool and spa servicing industry
- use, maintenance and storage procedures for:
  - general business technology related to swimming pool and spa servicing
  - point-of-sale equipment related to swimming pool and spa servicing
  - swimming pool and spa-specific equipment.

Assessment Conditions

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

Assessment of performance must be undertaken in the workplace or in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits expected in a workplace.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- work site/s and specifications to using and maintaining business technology equipment related to swimming pool and spa servicing
- appropriate documents, safety data sheets (SDSs) and business technology equipment currently used in industry
- business technology equipment use and maintenance information
- requirements of appropriate sections of legislation and regulations
- relevant workplace policies and procedures.

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CPPSPS3012 Access and apply information from swimming pool and spa technical manuals

Modification History

Release 1.

Supersedes and is equivalent to CPPSPS3012A.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 6.0.

Application

This unit of competency specifies the skills and knowledge required to access information from technical manuals required for the servicing of swimming pools and spas, and apply the information during servicing work.

It applies to swimming pool and spa technicians, and related industry professionals and specialists, with limited supervisory responsibilities who perform their duties alone or as members of a team.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Swimming pool and spa servicing

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Identify and access swimming pool and spa technical manuals.	1.1 Identify swimming pool or spa components and systems to be maintained serviced in servicing task. 1.2 Access manuals for the swimming pool or spa components and systems to be maintained or repaired. 1.3 Establish version status of swimming pool and spa technical manuals to ensure that correct specifications and

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	procedures are applied. 1.4 Follow storage, back-up and retrieval procedures for manuals.
2. Interpret and apply information in swimming pool and spa technical manuals.	2.1 Locate required technical information using search techniques appropriate to type of swimming pool and spa technical manual and work to be carried out. 2.2 Obtain clarification or further explanation of technical information from swimming pool and spa technical manuals where required. 2.3 Carry out procedures in line with the information in technical manuals for the swimming pool or spa components or systems to be maintained or serviced.

Foundation Skills

A person demonstrating competency in this unit must have the following language, literacy, numeracy and employment skills:

- reading skills to access and interpret technical manuals relating to swimming pool and spa servicing
- numeracy skills to interpret complex numerical and graphical information relating to swimming pool and spa servicing located in technical manuals
- technology skills to use on-line technical manuals relating to swimming pool and spa servicing.

Unit Mapping Information

Supersedes and is equivalent to CPPSPS3012A Read and apply information from swimming pool and spa technical manuals.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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Assessment Requirements for CPPSPS3012 Access and apply information from swimming pool and spa technical manuals

Modification History

Release 1.

Supersedes and is equivalent to CPPSPS3012A.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 6.0.

Performance Evidence

To demonstrate competency in this unit, a person must access and use information in swimming pool and spa technical manuals to carry out maintenance or repair of:

- one swimming pool component or system
- one spa component or system.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- workplace procedures for undertaking repairs to swimming pool and spa components and systems using information from technical manuals, including interpreting work orders and reporting problems
- processes for accessing and interpreting work tasks relating to repairs to swimming pool and spa components and systems from work instructions
- techniques for searching for information and data in swimming pool and spa technical manuals in the following media:
  - digital
  - print
- processes for accessing and interpreting version control information in swimming pool and spa technical manuals
- processes for accessing, storing, backing up and retrieving swimming pool and spa technical manuals
- techniques for locating information in swimming pool and spa technical manuals
- symbols, codes, legends and abbreviations used in swimming pool and spa technical manuals
- types of information found in swimming pool and spa technical manuals
- sources of clarification of technical information found in swimming pool and spa technical manuals.

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Assessment Conditions

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

Assessment of performance must be undertaken in the workplace or in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits expected in a workplace.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- work site/s and specifications to access and apply information from swimming pool and spa technical manuals
- access to printed and on-line technical manuals
- relevant workplace policies and procedures.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CUAACD301 Produce drawings to communicate ideas

Modification History

Release	Comments
Release 1	This version first released with CUA Creative Arts and Culture Training Package version 2.0.

Application

This unit describes the skills and knowledge required to produce drawings that represent and communicate ideas. It does not relate to drawing as an art form.

It applies to individuals who use drawings, either electronic or hand drawn, for personal use or in response to a project or brief. Drawings may include design concepts for objects, processes or spaces, movement sequences for performances or screen productions, exhibitions, tenders, proposals or publications.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Visual communication – art, craft and design

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Plan drawing work	1.1 Identify drawing requirements from reference material and confirm with appropriate people if required 1.2 Identify factors, including contractual, legal and ethical factors, that may impact on how drawing work is undertaken 1.3 Gather information about drawing techniques, materials and equipment from a range of sources and determine how they may be used to communicate ideas

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ELEMENT	PERFORMANCE CRITERIA
	1.4 Evaluate information for its application to specific drawing briefs
2. Experiment to represent ideas	2.1 Explore the capabilities of techniques, materials and equipment 2.2 Follow safety procedures for particular techniques, materials and equipment 2.3 Select approaches that best suit the purpose of drawings and their presentation context
3. Create drawings	3.1 Organise materials, tools and equipment for selected techniques 3.2 Produce preliminary drawings and discuss their effectiveness with relevant people 3.3 Confirm intellectual property and other relevant legislative requirements are met 3.4 Finalise drawings, incorporating feedback on work in progress as required 3.5 Prepare drawings for the presentation context

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 1.4	• Interprets information from familiar sources to determine drawing production requirements and legal and safety constraints
Oral Communication	1.1, 1.2, 3.2	• Uses questioning and active listening to gather information and opinions from others
Navigate the world of work	1.2, 2.2, 3.3	• Complies with legal, ethical and safety requirements associated with creative work
Interact with others	3.2	• Uses accepted practices and protocols in discussions of work progress with others
Get the work done	1.2, 1.3, 2.1, 2.2, 2.3, 3.1, 3.4, 3.5	• Identifies and organises relevant information and resource requirements • Analyses drawing requirements and tests the

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		capabilities of materials, tools and equipment to determine the most appropriate approach for final production • Refine drawings in response to feedback and presentation requirements

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
CUAACD301 Produce drawings to communicate ideas	CUVACD301A Produce drawings to communicate ideas	Updated to meet Standards for Training Packages and clarify intent. Minor edits to performance criteria.	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1db201d9-4006-4430-839f-382ef6b803d5

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Assessment Requirements for CUAACD301 Produce drawings to communicate ideas

Modification History

Release	Comments
Release 1	This version first released with CUA Creative Arts and Culture Training Package version 2.0.

Performance Evidence

Evidence of the ability to:

- identify and analyse drawing requirements
- explore techniques, materials and equipment safely
- produce a series of drawings that:
  - show a command of selected techniques
  - successfully communicate the required ideas.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe physical properties and capabilities of the range of materials, tools and equipment used in drawing
- identify sources of information about different approaches to drawing
- identify work health and safety issues associated with tools and materials used for drawing
- explain intellectual property issues and other legislation relevant to drawing.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in creative arts industry environments. The assessment environment must include access to:

- equipment and materials required to produce drawings
- information sources.

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Assessors of this unit must satisfy the requirements for assessors in applicable vocational educational and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1db201d9-4006-4430-839f-382ef6b803d5

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FBPAUD4003 Conduct food safety audits

Modification History

Release	Comments
Release 1	This version released with the FBP Food, Beverage and Pharmaceutical Training Package Version 2.0.

Application

This unit of competency describes the skills and knowledge required to verify and confirm validation of food safety programs in the context of food safety legislation and client requirements.

This unit applies to individuals who conduct on-site audits, and is relevant to regulatory and commercial food safety system auditors who may be auditing food safety in various contexts.

This unit supports relevant legislation, including food standards included in the Australia New Zealand Food Standards Code, industry codes of practice relating to validation and verification of a food safety program, and the audit requirements detailed in the National Regulatory Food Safety Auditor Guideline and Policy, and should be read in conjunction with these documents.

Regulatory food safety audits in Australia are covered by state/territory legislative frameworks that support the requirements of the National Food Safety Audit Policy 2009.

Pre-requisite Unit

Nil

Unit Sector

Food safety auditing (AUD)

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Define the scope of the audit	1.1 Identify audit scope and define the extent of the audit to meet legislative and audit client requirements

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Elements	**Performance Criteria**
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
	1.2 Ensure audit criteria meet legislative and client requirements 1.3 Ensure the definition and levels of non-conformity and related reporting responsibilities are identified as consistent with legislative requirements and client requirements 1.4 Identify evidence required to address audit scope and criteria, and select appropriate collection methods 1.5 Review food safety management system documents to determine adequacy for the purposes of the audit
2. Plan the audit	2.1 Develop an audit plan that includes definitions and levels of non-conformity to meet the audit scope 2.2 Identify activities and responsibilities for the audit 2.3 Identify audit timing, including timetable for each stage of the audit 2.4 Identify resource, personnel and reporting requirements 2.5 Identify follow-up and completion procedures 2.6 Establish communication protocols to facilitate the effective exchange of information and suited to the auditee environment
3. Conduct the audit	3.1 Communicate information on the audit scope and methodology in an effective and timely manner 3.2 Follow stages and activities of the audit process 3.3 Review methods used by the food business to carry out preliminary work, identify food safety hazards and assess level of risk to confirm that they are appropriate and correctly applied 3.4 Identify and evaluate evidence used by the food business to support identification of control measures and establish control limits to determine adequacy and relevance 3.5 Review methods used by the food business to control hazards and determine corrective action where processes are identified as not meeting targets or critical limits to confirm they are adequate, effective and appropriate 3.6 Collect evidence to confirm that the documented food safety policies and procedures are working effectively, reflect actual practice and are consistently applied
4. Manage the audit	4.1 Monitor audit progress against the audit plan, and identify and

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Elements	Performance Criteria
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
process	address any variation to plan 4.2 Identify and negotiate circumstances requiring the audit plan to be adjusted in a timely manner 4.3 Ensure audits address audit scope and are conducted within time and resource constraints to meet quality and professional standards 4.4 Review the audit process to identify opportunities for improvement
5. Consolidate audit outcomes	5.1 Analyse and assess evidence to identify any areas of non-compliance with legislation and/or client requirements as appropriate to the audit scope 5.2 Identify and classify non-conformities as agreed by the audit plan 5.3 Report non-conformities according to agreed client and/or legislative requirements 5.4 Communicate audit findings to the auditee 5.5 Prepare and submit audit reports and/or certificates or present as required to meet regulatory and client requirements 5.6 Review corrective actions proposed by the auditee in response to non-conformances for compliance with the template or food safety program 5.7 Review audit findings to confirm that evidence is appropriate and sufficient and findings are accurate 5.8 Review the food safety management system to identify areas of potential improvement of the system according to audit scope
6. Confirm and close out corrective actions	6.1 Monitor and verify implementation and effectiveness of corrective actions, and identify and address any variation to the food safety plan 6.2 Maintain audit records to record corrective actions

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description

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Skill	Description
Reading	• Interpret legislation and audit guidelines
Interact with others	• Select and use communication strategies appropriate for purpose when interacting with work colleagues and customers
Get the work done	• Use problem-solving skills to identify and analyse non-conformance

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FBPAUD4003 Conduct food safety audits	FDFAU4003A Conduct food safety audits	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume Implementation Guides are found in VETNet: - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4

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Assessment Requirements for FBPAUD4003 Conduct food safety audits

Modification History

Release	Comments
Release 1	This version released with the FBP Food, Beverage and Pharmaceutical Training Package Version 2.0.

Performance Evidence

An individual demonstrating competency in this unit must satisfy all of the elements and performance criteria of this unit.

There must be evidence that the individual has effectively planned and conducted a food safety audit, for a minimum of one client, that complies with legal and client requirements, including:

- preparing audit documentation
- preparing a final audit report that refers to:
  - non-conformity reports
  - corrective action reports
  - follow-up reports
  - suggestions for improvements to the food safety management system and to the audit process.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- auditor roles and responsibilities, including:
  - audit activities and stages, including guidelines on audit stages and activities as outlined in International Organization for Standardization (ISO) 19011:2011
  - personal attributes required of food safety auditors, including those outlined in ISO 19011:2011, and additional client requirements where required
  - role, responsibilities and powers of enforcement agencies, authorised officers and commercial auditors, including reporting responsibilities, legal liability of auditors and delegation of authority to commercial auditors as may apply in some states and territories

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  - relevant competencies and certification/registration criteria and processes applying to both regulatory and commercial auditors
  - audit management to develop and implement an audit against an agreed plan, including the scope/level of authority to revise the resource and allocate time allocations to take account of variation to plan
- food safety management systems, including:
  - purpose and intent of each element of a food safety management system
  - the underlying principles of risk-based approaches to controlling food safety hazards, including using critical control points as described in the Codex Alimentarius Guidelines
  - vocabulary and terms relating to food safety, including terms and jargon to describe technical processes, industry standards and common biological and chemical terms
  - food safety management system knowledge relevant to the system being audited, including system requirements, definitions and levels of non-compliance and related reporting responsibilities as defined by legal and management system requirements
  - the interaction between different types of management systems, including the impact of food safety decisions on other management systems, including workplace health and safety, quality, environmental risk management and animal welfare
  - technical knowledge required to assess the adequacy of the food safety management system performance and corrective actions
  - role of prerequisite programs in controlling hazards, including the relationship between prerequisite programs and risk-based approaches, including using critical control points to control food safety hazards
  - information handling and management system protocols, including rights of access to information, maintenance of confidentiality of audit information and reports and information dissemination requirements
- food safety legislation, including:
  - the purpose and intent of food safety legislation, including sources of information on importing country requirements and of requirements of countries and retailer driven systems in importing markets
  - the content covered by the Australia New Zealand Food Standards Code and/or other relevant standards
  - the structure and responsibilities of Commonwealth, state and territory government departments and local government to manage and implement food safety legislation, including where to find information on relevant Commonwealth, state/territory legislative requirements, product or industry sector legislation and regulations and import and export market requirements
  - the regulatory framework and specific legislation relevant to the audit, including relevant risk profiling or classification systems where they apply
  - sources of information on legislation and codes governing primary production and primary processing
  - requirements for scheduling and conducting further auditing as determined by food safety legislation and/or client system requirements

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    - legal liability of auditors and protection against litigation and professional practice issues, including the circumstances under which an auditor could be prosecuted, and insurance requirements
    - the role of auditors when called on to provide evidence as a witness in court
- food safety audit processes, including:
    - preliminary work required to identify food to be covered by the food safety program, define the food and the method of distribution, identify customers and intended use of food, describe the process (flow chart) and check accuracy and completeness
    - methods used to identify food safety hazards and assess food safety hazard risk levels, taking account of severity and likelihood of occurrence
    - methods used to identify critical control points and establish critical limits, suited to the nature of the hazard, the requirements of the audit and the industry sector
    - methods used to validate control techniques and critical limits, including industry or sector codes of practice, technical standards and research
    - types of evidence, including the difference between objective and hearsay evidence and methods for recording and managing evidence to provide reliable reference information in the event that evidence is challenged
    - evidence collection methods, including record sampling and sample analysis, the evidence collection options relevant to a given audit situation, the reliability of each collection method and the range and extent of evidence collection methods required to ensure that audit outcomes are objective, consistent, fair and reliable
    - methods to assess skill requirements and options to confirm that the responsible personnel within the food business have the required skills and knowledge of food safety and food hygiene relevant to the food business
    - circumstances, implications and responsibilities in the event that the auditee requests that the audit ceases
    - circumstances and authority of an auditor to initiate cessation of an audit
    - the context in which audits are conducted, including workplace culture and preferred communication methods, industry, process and/or product knowledge and related jargon
    - requirements for recording audit information and reporting.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
    - skills must be demonstrated in a workplace setting or an environment that accurately represents a real workplace
- resources, equipment and materials:
    - plant and equipment that would typically be used in a commercial food manufacturing business
- specifications:
    - food safety plans

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- food safety-related documentation typical of commercial food manufacturing businesses and used for the purpose of verification
- evidence and documentation relevant to processes that would typically be used by commercial manufacturing businesses to support validation processes.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guides are found in VETNet: - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4

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FNSMCA303 Serve legal process

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to investigate and analyse client requirements for preparing legal documentation and serving legal processes.

It applies to individuals who are required to serve legal process as part of their role as a mercantile agent within financial services organisations of any size or location.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the FNS Implementation Guide Companion Volume or the relevant regulator for specific guidance on requirements.

Unit Sector

Mercantile agents

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Plan and prepare procedures	1.1 Interpret and confirm client's written instructions accurately and clearly 1.2 Identify relevant legal and procedural issues for consideration and action, in accordance with legislative requirements and organisational policy and procedures 1.3 Identify type of service according to nature of debt or legal process and prepare necessary documentation

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ELEMENT	PERFORMANCE CRITERIA
2. Serve documents	2.1 Verify validity of documentation by checking contents and number of documents for service 2.2 Serve documents according to legal requirements and appropriate organisational policy and procedures
3. Prepare affidavit of service or non-service	3.1 Prepare Affidavit of Service, or Non-Service where applicable, with relevant factual details recorded in affidavit 3.2 Complete any other relevant court documents, ensuring they are signed and sworn, or affirmed, in accordance with court requirements and procedures 3.3 Prepare final report for client detailing outcome of serving legal process

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 2.1, 2.2	• Interprets documentation from a variety of sources • Checks documentation to ensure accuracy and compliance with legal and ethical principles and obligations
Writing	3.1, 3.2, 3.3	• Records, gathers and consolidates client requirements • Drafts reports and letters, and completes legal documentation
Navigate the world of work	1.2, 2.2, 3.1, 3.2	• Takes responsibility for adhering to organisational policy, procedures and specified legal requirements relevant to own work context
Get the work done	1.1-1.3, 2.1, 2.2, 3.1-3.3	• Clearly and thoroughly analyses information and tasks, and then plans strategies and actions to achieve optimal outcomes within given parameters • Adopts efficient and effective organisational and time management skills to sequence tasks, meet timelines and arrange meetings • Takes responsibility for the outcomes of routine decisions related directly to own role • Initiates standard procedures when responding to familiar

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		problems within own work context • Uses digitally based technologies and software packages to complete work requirements

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
FNSMCA303 Serve legal process	FNSMCA303A Serve legal process	Updated to meet Standards for Training Packages. Rewritten and clarified performance criteria.	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe

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Assessment Requirements for FNSMCA303 Serve legal process

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- interpret and comply with legislative requirements, industry regulations and organisational policy and procedures when serving legal process
- identify the appropriate type of service when serving legal process
- complete relevant documentation in accordance with legal, industry and organisational requirements and guidelines.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify key requirements of relevant state or territory and Commonwealth legislation relating to debt collection and mercantile agents
- outline the key role, procedures and relevant documentation of the various relevant court jurisdictions and appeals procedures
- explain organisational policy and procedures in relation to serving legal process
- describe techniques of search and locating debtors to serve
- explain the types of services that can be offered to clients when serving legal process
- outline relevant factual details that would be recorded in an affidavit.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the mercantile agents field of work and include access to:

- office equipment, technology, software and consumables
- relevant legal and industry documentation for process serving.

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Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe

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FNSORG501 Develop and manage a budget

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to collect and analyse information and apply sound accounting principles to the development and ongoing management of a budget for a small organisation or section of a large organisation.

It applies to individuals who use a range of specialist and managerial techniques to plan, monitor and control budgetary work.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Organisational skills

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Plan for and collect information for budget	1.1 Determine and confirm areas for which budget is being prepared with appropriate personnel, and identify, access and analyse data required for development of budget 1.2 Determine budget parameters with estimates based on research, consultation and negotiation with appropriate personnel 1.3 Consult relevant colleagues in budget planning process as required

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ELEMENT	PERFORMANCE CRITERIA
2. Develop budget	2.1 Draft budget based on analysis of all available information in accordance with organisational policy 2.2 Identify and support income and expenditure estimates with reliable information and circulate draft budget for comment
3. Finalise budget and allocate resources	3.1 Provide final budget which incorporates agreed modifications to appropriate personnel 3.2 Inform personnel affected by budget of its limits and goals in their work area and clarify financial management and reporting responsibilities 3.3 Obtain agreement to budget priorities and allocate resources
4. Monitor and control budget	4.1 Check actual income and expenditure against budget at regular intervals, and prepare and present budget reports to appropriate personnel 4.2 Identify and respond to deviations, take appropriate action and advise relevant personnel on budget status
5. Complete financial and statistical reports	5.1 Complete all required financial and statistical reports accurately within designated timelines 5.2 Make appropriate recommendations about future financial planning 5.3 Provide clearly presented and accurate reports to appropriate personnel

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 2.1, 2.2, 4.1, 4.2	• Extracts, analyses and monitors complex textual information from a range of sources to determine relevance, accuracy and compliance with organisational policy
Writing	1.1, 1.3, 2.1, 2.2, 3.1, 3.2, 4.2, 5.1, 5.2, 5.3	• Analyses and compiles numerical data and text information to convey specific information and recommendations accurately and effectively to others using clear and detailed language

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		• Demonstrates effective control of text types required by financial and statistical report conventions and documentation
Oral Communication	1.1 -1.3, 3.2, 3.3, 4.1, 4.2, 5.2	• Participates in verbal exchanges of information, demonstrating control of a range of oral techniques to elicit the views and opinions of others and confirm understanding • Clearly articulates requirements and outcomes using language, tone and pace appropriate to the audience and environment
Numeracy	1.1, 1.2, 2.1, 2.2, 3.1, 4.1, 4.2, 5.1, 5.3	• Interprets, analyses and uses numerically expressed data to effectively prepare, monitor, amend and present accurate budgetary information
Navigate the world of work	2.1, 3.2, 5.1	• Works independently and collectively in making decisions about budge requirements in accordance with organisational policy
Interact with others	1.1-1.3, 2.2, 3.1, 3.2, 4.1, 5.3	• Selects and uses appropriate conventions and protocols to gain and provide relevant budgetary information • Plays a lead role in situations requiring effective collaborative skills, demonstrating high level negotiation skills and ability to gather information through consultation
Get the work done	1.1, 1.2, 2.1, 3.3, 4.1, 4.2, 5.1, 5.2	• Accepts responsibility for planning and sequencing complex tasks and workload • Applies systematic and analytical decision-making processes to make recommendations in complex and non-routine situations • Uses digital technologies to access, extract and share relevant information to achieve required outcomes

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
FNSORG501 Develop and manage a budget	FNSORG501A Develop and manage a budget	Updated to meet Standards for Training Packages	Equivalent unit

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe

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Assessment Requirements for FNSORG501 Develop and manage a budget

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- collect and accurately interpret relevant data to develop and finalise a budget
- consult effectively and negotiate outcomes with others on budgetary issues
- accurately complete financial and statistical reports related to budgeting.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the evidence requirements safely and effectively, the individual must:

- define basic accounting and financial services industry terminology
- outline types of data required to develop the budget
- explain accounting techniques relevant to budget preparation and maintenance
- describe budgeting techniques and tools
- describe organisational and industry policy and procedures related to budget development and management.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the organisational skills field of work and include access to:

- a range of common office equipment, technology, software and consumables
- an integrated financial software system and data.

Assessors must satisfy NVR/AQTF assessor requirements.

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FNSORG508 Analyse and comment on management reports

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to identify and strategically analyse irregularities in management reports, and document recommendations to achieve business forecasts or expected outcomes.

It applies to individuals who use well-developed analytical and problem-solving techniques to complete their work.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Organisational skills

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Establish items that require analysis	1.1 Identify and determine parameters and key requirements to be included in management reports 1.2 Review content of reports to identify abnormal or unusual items, exceptions and variations for comment
2. Analyse components identified	2.1 Compare actual results to forecast or expected outcomes to identify items requiring further examination 2.2 Obtain all information on identified items to enable report to be

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ELEMENT	PERFORMANCE CRITERIA
	prepared
3. Report on findings	3.1 Explain outcomes, results and variances to satisfy management questions 3.2 Document recommendations on required action in accordance with organisational requirements 3.3 Record outstanding matters to enable follow up action to be implemented

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 2.1, 2.2	• Selects from a broad repertoire of strategies to interpret, critically analyse and assess complex texts to identify inconsistencies, consulting other information sources as required
Writing	1.1, 2.1, 3.1, 3.2, 3.3	• Produces clear, logically sequenced texts that identify irregularities, convey precise meaning of recommendations and clearly record further action in accordance with organisational requirements
Oral Communication	3.1	• Participates in complex spoken interactions using language appropriate to the purpose and audience • Uses careful listening and questioning to clarify understanding
Numeracy	1.1, 1.2, 2.1, 2.2	• Analyses and interprets complex financial calculations and predictions for accuracy, consistency and comparison with final results achieved
Navigate the world of work	3.2	• Takes full responsibility for identifying and complying with organisational requirements
Interact with others	2.2, 3.1	• Selects and uses appropriate communication conventions and protocols when liaising with others to seek or share information
Get the work done	1.1, 2.1, 2.2, 3.2	• Accepts responsibility for planning and sequencing complex tasks and workload • Systematically gathers and analyses all relevant

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		information to make informed recommendations • Uses the main features and functions of digital tools to complete work tasks, store data and access information

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
FNSORG508 Analyse and comment on management reports	FNSORG508A Analyse and comment on management reports	Updated to meet Standards for Training Packages. Minor edits to clarify intent.	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe

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Assessment Requirements for FNSORG508 Analyse and comment on management reports

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- establish business items that require analysis and obtain relevant information
- analyse components within reports
- evaluate for comment and correction where necessary.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe key features of organisational policy and procedures relating to management reports
- outline the key points of relevant legislation, regulations and compliance requirements
- outline the key requirements of the financial services industry codes of practice
- describe common business objectives and expected outcomes in management reports.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the organisational skills field of work and include access to:

- common office equipment, technology, software and consumables
- an integrated financial software system and data
- organisational policy and procedures documentation.

Assessors must satisfy NVR/AQTF assessor requirements.

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FNSORG601 Negotiate to achieve goals and manage disputes

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to establish and gain agreement to organisational goals, and identify, document and effectively manage disputes with stakeholders to achieve the best outcome.

It applies to individuals who use well-developed judgement skills and a range of negotiation techniques to manage others to reach agreement.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Organisational skills

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Establish needs of parties	1.1 Identify desires, needs, requirements and outcomes of all parties using open and professional communication strategies 1.2 Identify and document potential issues and problems, and successful outcomes for organisation and client 1.3 Identify, analyse and discuss strategies and options for achieving outcomes with relevant parties 1.4 Identify and evaluate risks and contingency strategies

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ELEMENT	PERFORMANCE CRITERIA
	1.5 Establish information, facts and issues relevant to situation, and obtain expert advice from third parties or other professionals where required prior to negotiations
2. Negotiate to achieve agreed outcome	2.1 Obtain agreement on strategies and options to achieve goals and complete processes, and communicate it professionally to relevant parties 2.2 Review strategies and options for compliance with contractual, legislative, regulatory and professional requirements, in accordance with organisational policy and procedures 2.3 Obtain, confirm and correctly document agreement by all parties
3. Identify and document causes of disputes	3.1 Identify and analyse issues or disputes promptly and establish position of relevant parties 3.2 Use professional communication techniques that demonstrate respect and empathy for other viewpoints and positions to establish confidence of relevant parties 3.3 Document disputes and issues promptly and accurately, and verify with all relevant parties
4. Implement and manage strategies to resolve disputes	4.1 Identify, evaluate and implement strategies and options which are most likely to achieve favourable outcomes for all relevant parties 4.2 Implement proceedings promptly to settle dispute in accordance with legislative, regulatory, professional and organisational requirements 4.3 Manage dispute to optimise likelihood of favourable outcome for all parties in line with organisational policy and goals 4.4 Ensure procedures to resolve dispute are in accordance with organisational policy and procedures, and legislative, regulatory and professional requirements 4.5 Document accurate, thorough and accessible records of all aspects of dispute for follow up and future reference 4.6 Contact relevant parties to identify any follow up action required to ensure client satisfaction

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Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.5, 2.2, 2.3, 3.3, 4.1, 4.2, 4.4	• Reviews information from stakeholders and other sources and assesses it to develop strategies that comply with organisational, regulatory and legislative requirements
Writing	1.1-1.5, 2.1, 2.3, 3.1, 3.2, 3.3, 4.5, 4.6	• Records discussions of analysis and proposed solutions to a range of issues • Documents agreements correctly using a range of text types • Produces comprehensive records of evidence and dispute outcomes, including any further actions required
Oral Communication	1.1-1.5, 2.1, 2.3, 3.1, 3.2, 4.6	• Uses clear and direct language to present information that is suitable for the audience and context • Uses active listening and questioning techniques to encourage discussion, and confirm and clarify understanding
Numeracy	1.4, 1.5, 2.2	• Identifies and applies financial risks, systems and regulatory requirements to negotiation processes
Navigate the world of work	1.2-1.5, 2.2, 4.2, 4.3, 4.4	• Develops and implements strategies to ensure organisational policies, procedures and regulatory requirements are met
Interact with others	1.1-1.5, 2.1, 2.3, 3.1, 3.2, 3.3, 4.6	• Identifies and uses appropriate conventions and protocols when communicating with clients, staff and external stakeholders • Implements strategies to build rapport and establish a supportive environment with a diverse range of clients • Plays a lead role in situations requiring effective collaborative skills, demonstrating high level negotiation skills and ability to resolve disputes
Get the work done	1.1-1.5, 2.3, 3.3, 4.1, 4.2, 4.5, 4.6	• Takes responsibility for planning, sequencing and prioritising complex tasks and own workload to achieve organisational outcomes • Addresses complex problems involving multiple variables, using formal analytical and lateral thinking techniques, experience and knowledge to formulate recommendations • Uses the main features and functions of digital tools to complete work tasks and access information

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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSORG601 Negotiate to achieve goals and manage disputes	FNSORG601A Negotiate to achieve goals and manage disputes	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe

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Assessment Requirements for FNSORG601 Negotiate to achieve goals and manage disputes

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- apply high level communication, interpersonal and negotiation skills to achieve rapport and empathy with others
- manage relationships to achieve goals and results
- use sound conflict resolution skills and contingency strategies
- comply with relevant legislation, regulations and professional codes of practice.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain dispute resolution and conflict theory and strategies
- describe negotiating processes and strategies
- explain the organisational policy and procedures that relate to negotiation and dispute management
- explain the application of risk assessment and evaluation strategies to dispute management
- explain the application of contract law to dispute management
- outline current legislative, regulatory and industry practices, procedures and services that relate to negotiation and dispute management
- outline relevant business principles and practices
- describe relevant consumer protection requirements.

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Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the organisational skills field of work and include access to:

- common office equipment, technology, software and consumables
- organisational policy and procedures documentation.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe

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HLTAID003 Provide first aid

Modification History

Release	Comments
Release 6	Updated: • assessor requirements statement • foundation skills lead in statement • licensing statement • modification history to reflect 2012 standards Equivalent outcome.
Release 5	Updated mapping information. Changes to assessment requirements. Equivalent outcome.
Release 4	Updated mapping information. Equivalent outcome.
Release 3	Updated mapping information.
Release 2	Minor corrections to formatting to improve readability. Equivalent competency outcome.
Release 1	This version was released in *HLT Health Training Package release 1.0* and meets the requirements of the 2012 Standards for Training Packages. Significant changes to elements and performance criteria, changes to scope of unit. New evidence requirements for assessment. Removal of prerequisite unit.

Application

This unit describes the skills and knowledge required to provide a first aid response to a casualty. The unit applies to all workers who may be required to provide a first aid response in a range of situations, including community and workplace settings.

Specific licensing /regulatory requirements relating to this competency, including requirements for refresher training should be obtained from the relevant national/state/territory Work Health and Safety Regulatory Authorities.

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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes.	*Performance criteria specify the level of performance needed to demonstrate achievement of the element.*
1. Respond to an emergency situation	1.1 Recognise an emergency situation 1.2 Identify, assess and manage immediate hazards to health and safety of self and others 1.3 Assess the casualty and recognise the need for first aid response 1.4 Assess the situation and seek assistance from emergency response services
2. Apply appropriate first aid procedures	2.1 Perform cardiopulmonary resuscitation (CPR) in accordance with Australian Resuscitation Council (ARC) guidelines 2.2 Provide first aid in accordance with established first aid principles 2.3 Display respectful behaviour towards casualty 2.4 Obtain consent from casualty where possible 2.5 Use available resources and equipment to make the casualty as comfortable as possible 2.6 Operate first aid equipment according to manufacturer’s instructions 2.7 Monitor the casualty’s condition and respond in accordance with first aid principles
3. Communicate details of the incident	3.1 Accurately convey incident details to emergency response services 3.2 Report details of incident to workplace supervisor as appropriate 3.3 Maintain confidentiality of records and information in line with statutory and/or organisational policies

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ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes.	*Performance criteria specify the level of performance needed to demonstrate achievement of the element.*
4. Evaluate the incident and own performance	4.1 Recognise the possible psychological impacts on self and other rescuers involved in critical incidents 4.2 Participate in debriefing to address individual needs

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705

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Assessment Requirements for HLTAID003 Provide first aid

Modification History

Release	Comments
Release 6	Updated: • assessor requirements statement • foundation skills lead in statement • licensing statement • modification history to reflect 2012 standards Equivalent outcome.
Release 5	Updated mapping information. Changes to assessment requirements. Equivalent outcome.
Release 4	Updated mapping information. Equivalent outcome.
Release 3	Updated mapping information.
Release 2	Minor corrections to formatting to improve readability. Equivalent competency outcome.
Release 1	This version was released in *HLT Health Training Package release 1.0* and meets the requirements of the 2012 Standards for Training Packages. Significant changes to elements and performance criteria, changes to scope of unit. New evidence requirements for assessment. Removal of prerequisite unit.

Performance Evidence

e candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role.

There must be evidence that the candidate has completed the following tasks in line with state/territory regulations, first aid codes of practice, Australian Resuscitation Council (ARC) guidelines and workplace procedures:

- Followed DRSABCD in line with ARC guidelines, including:

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  - performed at least 2 minutes of uninterrupted single rescuer cardiopulmonary resuscitation (CPR) (5 cycles of both compressions and ventilations) on an adult resuscitation manikin placed on the floor
  - performed at least 2 minutes of uninterrupted single rescuer CPR (5 cycles both compressions and ventilations) on an infant resuscitation manikin placed on a firm surface
  - responded appropriately in the event of regurgitation or vomiting
  - managed the unconscious breathing casualty
  - followed single rescue procedure, including the demonstration of a rotation of operators with minimal interruptions to compressions
  - followed the prompts of an Automated External Defibrillator (AED)
- Responded to at least two simulated first aid scenarios contextualised to the candidate's workplace/community setting, including:
  - conducted a visual and verbal assessment of the casualty
  - demonstrated safe manual handling techniques
  - post-incident debrief and evaluation
  - provided an accurate verbal or written report of the incident
- Applied first aid procedures for the following:
  - allergic reaction
  - anaphylaxis
  - bleeding control
  - choking and airway obstruction
  - envenomation, using pressure immobilisation
  - fractures, sprains and strains, using arm slings, roller bandages or other appropriate immobilisation techniques
  - respiratory distress, including asthma
  - shock

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- State/Territory regulations, first aid codes of practice and workplace procedures including:
  - ARC Guidelines relevant to provision of CPR and first aid
  - safe work practices to minimise risks and potential hazards
  - infection control principles and procedures, including use of standard precautions
  - requirements for currency of skill and knowledge
- legal, workplace and community considerations including:
  - awareness of potential need for stress-management techniques and available support following an emergency situation
  - duty of care requirements

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  - respectful behaviour towards a casualty
  - own skills and limitations
  - consent
  - privacy and confidentiality requirements
  - importance of debriefing
- considerations when providing first aid including:
  - airway obstruction due to body position
  - appropriate duration and cessation of CPR
  - appropriate use of an AED
  - chain of survival
  - standard precautions
  - how to conduct a visual and verbal assessment of the casualty
- principles and procedures for first aid management of the following scenarios:
  - abdominal injuries
  - allergic reaction
  - anaphylaxis
  - basic care of a wound
  - bleeding control
  - burns
  - cardiac conditions, including chest pain
  - choking and airway obstruction
  - crush injuries
  - diabetes
  - dislocations
  - drowning
  - envenomation
  - environmental impact, including hypothermia, hyperthermia, dehydration and heat stroke
  - eye and ear injuries
  - fractures
  - febrile convulsions
  - head, neck and spinal injuries
  - minor skin injuries
  - needle stick injuries
  - poisoning and toxic substances
  - respiratory distress, including asthma
  - seizures, including epilepsy
  - shock
  - soft tissue injuries, including strains and, sprains
  - stroke

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  - unconsciousness
- basic anatomy and physiology relating to:
  - how to recognise a person is not breathing normally
  - chest
  - response/consciousness
  - upper airway and effect of positional change
  - considerations in provision of first aid for specified conditions

Assessment Conditions

Skills must be demonstrated working individually in an environment that provides realistic in-depth, industry-validated scenarios and simulations to assess candidates' skills and knowledge.

Assessment resources must include:

- adult and infant resuscitation manikins in line with ARC Guidelines for the purpose of assessment of CPR procedures
- adrenaline auto-injector training device
- AED training device
- placebo bronchodilator and spacer device
- roller bandages
- triangular bandages
- workplace First Aid kit
- workplace injury, trauma and/or illness record, or other appropriate workplace incident report form for written reports
- wound dressings

Simulated assessment environments must simulate the real-life working environment where these skills and knowledge would be performed, with all the relevant equipment and resources of that working environment.

Assessor requirements

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705

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HLTAID006 Provide advanced first aid

Modification History

Release	Comments
Release 5	Updated: • assessor requirements statement • foundation skills lead in statement • licensing statement • modification history to reflect 2012 standards Equivalent outcome.
Release 4	Updated mapping information. Changes to assessment requirements. Equivalent outcome.
Release 3	Updated mapping information. Equivalent outcome.
Release 2	Minor changes to formatting to improve readability.
Release 1	This version was released in *HLT Health Training Package release 1.0* and meets the requirements of the 2012 Standards for Training Packages. Significant changes to elements and performance criteria, changes to scope of unit. Removal of embedded content from HLTFA412A Apply First Aid. New evidence requirements for assessment. Removal of pre-requisite unit.

Application

This unit describes the skills and knowledge required to provide an advanced first aid response, including management of the incident and other first aiders, until the arrival of medical or other assistance.

The unit applies to workers who may be required to provide, coordinate and manage a first aid response across a range of complex situations, including community and workplace settings.

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Specific licensing /regulatory requirements relating to this competency, including requirements for refresher training should be obtained from the relevant national/state/territory Work Health and Safety Regulatory Authorities.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes.	*Performance criteria specify the level of performance needed to demonstrate achievement of the element.*
1. Respond to an emergency situation	1.1 Recognise an emergency situation 1.2 Identify, assess and manage immediate hazards to health and safety of self and others 1.3 Assess the casualty and recognise the need for first aid response 1.4 Assess the situation and seek assistance from emergency response services 1.5 Deploy resources to appropriate locations as required in line with workplace procedures
2. Apply appropriate first aid procedures	2.1 Perform cardiopulmonary resuscitation (CPR) in accordance with Australian Resuscitation Council (ARC) guidelines 2.2 Provide first aid in accordance with established first aid principles 2.3 Display respectful behaviour towards casualty 2.4 Obtain consent from casualty where possible 2.5 Use available resources and equipment to make the casualty as comfortable as possible 2.6 Operate first aid equipment according to manufacturer’s instructions 2.7 Monitor the casualty’s condition and respond in accordance with first aid principles

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ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes.	*Performance criteria specify the level of performance needed to demonstrate achievement of the element.*
3. Coordinate first aid activities until arrival of medical assistance	3.1 Identify available resources required and establish communication links with appropriate personnel, emergency management services and medical assistance as appropriate 3.2 Deploy correct amount of required resources to appropriate locations in an effective manner to ensure timely arrival 3.3 Document the provision of resources and recommend modifications as required 3.4 Monitor the condition of casualties in accordance with first aid principles and workplace procedures 3.5 Coordinate evacuation of casualties according to relevant evacuation procedures 3.6 Arrange support services for personnel involved in the incident in accordance with relevant principles and procedures
4. Communicate details of the incident	4.1 Accurately convey incident details to emergency response services 4.2 Report details of incident in line with organisational policies 4.3 Maintain confidentiality of records and information in line with statutory and/or organisational policies
5. Evaluate the incident and own performance	5.1 Recognise the possible psychological impacts on self and other rescuers involved in critical incidents 5.2 Participate in debriefing to address individual needs 5.3 Evaluate management of the incident and develop an action plan in consultation with relevant parties 5.4 Review contingency planning to identify and select alternative management principles and procedures as required

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Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705

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Assessment Requirements for HLTAID006 Provide advanced first aid

Modification History

Release	Comments
Release 5	Updated: • assessor requirements statement • foundation skills lead in statement • licensing statement • modification history to reflect 2012 standards Equivalent outcome.
Release 4	Updated mapping information. Changes to assessment requirements. Equivalent outcome.
Release 3	Updated mapping information. Equivalent outcome.
Release 2	Minor changes to formatting to improve readability.
Release 1	This version was released in *HLT Health Training Package release 1.0* and meets the requirements of the 2012 Standards for Training Packages. Significant changes to elements and performance criteria, changes to scope of unit. Removal of embedded content from HLTFA412A Apply First Aid. New evidence requirements for assessment. Removal of pre-requisite unit.

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role.

There must be evidence that the candidate has completed the following tasks in line with state/territory regulations, first aid codes of practice, Australian Resuscitation Council (ARC) guidelines and workplace procedures:

- followed DRSABCD in line with ARC guidelines, including:

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  - performed at least 2 minutes of uninterrupted single rescuer cardiopulmonary resuscitation (CPR) (5 cycles of both compressions and ventilations) on an adult resuscitation manikin placed on the floor
  - performed at least 2 minutes of uninterrupted single rescuer CPR (5 cycles both compressions and ventilations) on an infant resuscitation manikin placed on a firm surface
  - performed at least 2 minutes of Bag-valve-mask ventilation and at least 2 minutes of compression during a two rescuer procedure on an adult resuscitation manikin placed on the floor
  - responded appropriately in the event of regurgitation or vomiting
  - managed the unconscious breathing casualty
  - followed the prompts of a Automated External Defibrillator (AED)
  - followed single rescue procedure, including the demonstration of a rotation of operators with minimal interruptions to compressions
- responded to at least three simulated first aid scenarios contextualised to the candidate's workplace/community setting, including:
  - demonstrated safe manual handling techniques
  - conducted a visual and verbal secondary survey assessment of the casualty
  - assessed vital signs (respirations, pulse and temperature)
  - communicated effectively with a first aid team providing direction and coordination of other first aiders
  - post-incident debrief and evaluation
  - provided an accurate verbal and written report of the incident
- applied first aid procedures for the following:
  - allergic reaction
  - anaphylaxis
  - bleeding control
  - choking and airway obstruction
  - conducted a basic triage for multiple casualty incident
  - envenomation (using pressure immobilisation)
  - fractures, sprains and strains (using arm slings, roller bandages or other appropriate immobilisation principles)
  - head, neck and spinal injuries (using immobilisation principles)
  - respiratory distress - including asthma
  - seizures - including epilepsy
  - shock
- located and interpreted workplace policies and procedures

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Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- State/Territory regulations, first aid codes of practice and workplace procedures including:
  - ARC guidelines relevant to provision of CPR and first aid
  - guidelines of Australian national peak clinical bodies
  - safe work practices to deal with risks and potential hazards including manual handling, hazardous substances, dangerous goods and chemicals
  - infection control principles and procedures, including use of standard precautions
  - requirements for currency of skill and knowledge
- legal, workplace and community considerations including:
  - awareness of potential need for stress-management techniques and available support following an emergency situation
  - capabilities of emergency management services
  - consent
  - duty of care requirements
  - importance of debriefing
  - own skills and limitations
  - legal requirements of administration of medication and the rights and responsibilities of the First Aider in the workplace regarding medication
  - privacy and confidentiality requirements
  - respectful behaviour towards a casualty
- considerations when providing first aid including:
  - airway obstruction due to body position
  - appropriate duration and cessation of CPR
  - appropriate use of an AED
  - assessment and interpretation of vital signs, including respirations, temperature and pulse
  - chain of survival
  - how to conduct a visual and verbal secondary survey assessment of casualty
  - priorities of management in first aid when dealing with life-threatening conditions
  - procedures for dealing with casualties who are aged or infirmed
  - procedures for dealing with major and minor accidents in the workplace
  - procedures when providing first aid to children
  - standard precautions
- principles and procedures for first aid management of the following scenarios, including complications:
  - abdominal injuries
  - allergic reaction

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  - anaphylaxis
  - basic care of a wound
  - bleeding control
  - burns, including thermal, chemical, friction and electrical
  - cardiac conditions, including chest pain
  - choking and airway obstruction
  - crush injuries
  - diabetes
  - drowning
  - emergency childbirth
  - envenomation
  - environmental impact including hypothermia, hyperthermia, dehydration and heat stroke
  - eye and ear injuries
  - febrile convulsions
  - head, neck and spinal injuries
  - levels of consciousness
  - needle stick injuries
  - poisoning and toxic substances
  - respiratory distress, including asthma
  - seizures, including epilepsy
  - shock
  - skin injuries
  - soft tissue musculoskeletal, including injuries including sprains, strains, dislocations and fractures
  - stroke
  - substance misuse, including common drugs and alcohol, including illicit drugs
- basic anatomy and physiology relating to:
  - how to recognise a person is not breathing normally
  - chest, skeleton, joints and muscles
  - response/level of consciousness
  - upper airway and effect of positional change
  - considerations in provision of first aid for specified conditions

Assessment Conditions

Skills must be demonstrated working individually in an environment that provides realistic in-depth, industry-validated scenarios and simulations to assess candidates' skills and knowledge.

Assessment resources must include:

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- adult and infant resuscitation manikins in line with ARC Guidelines for the purpose of assessment of CPR procedures
- adrenaline auto-injector training device
- AED training device.
- bag-valve-mask
- eye patch
- placebo bronchodilator and spacer device
- roller bandages
- thermometer
- triangular bandages
- workplace first Aid kit
- workplace injury, trauma and/or illness record, or other appropriate workplace incident report form
- wound dressings

Simulated assessment environments must simulate the real-life working environment where these skills and knowledge would be performed, with all the relevant equipment and resources of that working environment.

Assessor requirements

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705

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HLTAID007 Provide advanced resuscitation

Modification History

Release	Comments
Release 5	Updated: • assessor requirements statement • foundation skills lead in statement • licensing statement • modification history to reflect 2012 standards Equivalent outcome.
Release 4	Updated mapping information. Changes to assessment requirements. Equivalent outcome.
Release 3	Updated mapping information. Equivalent outcome
Release 2	Updated mapping information.
Release 1	This version was released in HLT Health Training Package release 1.0 and meets the requirements of the 2012 Standards for Training Packages. Significant changes to elements and performance criteria, changes to scope of unit. Removal of embedded content from HLTFA404C. Removal of analgesic gases. New evidence requirements for assessment. Removal of prerequisite unit.

Application

This unit describes the skills and knowledge required to use specialised equipment in the provision of resuscitation in line with the Australian Resuscitation Council (ARC) guidelines.

This unit applies to workers who may be required to use specialised equipment to provide resuscitation in a range of complex situations, include community and workplace settings.

Specific licensing requirements relating to this competency, including requirements for refresher training, should be obtained from the relevant state/territory Work Health and Safety Regulatory Authority.

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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes.	*Performance criteria specify the level of performance needed to demonstrate achievement of the element.*
1. Respond to an emergency situation	1.1 Recognise an emergency situation 1.2 Identify, assess and manage immediate hazards to health and safety of self and others 1.3 Assess the casualty and recognise the need for advanced resuscitation response 1.4 Assess the situation and seek assistance from emergency response services where required
2. Perform advanced resuscitation	2.1 Perform cardiopulmonary resuscitation (CPR) in accordance with ARC guidelines 2.2 Provide supplemental oxygen 2.3 Display respectful behaviour towards casualty 2.4 Obtain consent from casualty where possible 2.5 Use available resources and equipment to make the casualty as comfortable as possible 2.6 Monitor casualty condition and rectify issues preventing adequate treatment
3. Communicate details of the incident	3.1 Accurately convey incident details to emergency response services 3.2 Report details of incident in line with organisational policies 3.3 Maintain confidentiality of records and information in line with statutory and/or organisational policies
4. Evaluate the incident and own performance	4.1 Recognise the possible psychological impacts on self and other rescuers involved in critical incidents 4.2 Participate in debriefing to address individual needs 4.3 Check, maintain and clean equipment ready for future use

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Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705

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Assessment Requirements for HLTAID007 Provide advanced resuscitation

Modification History

Release	Comments
Release 5	Updated: • assessor requirements statement • foundation skills lead in statement • licensing statement • modification history to reflect 2012 standards Equivalent outcome.
Release 4	Updated mapping information. Changes to assessment requirements. Equivalent outcome.
Release 3	Updated mapping information. Equivalent outcome
Release 2	Updated mapping information.
Release 1	This version was released in HLT Health Training Package release 1.0 and meets the requirements of the 2012 Standards for Training Packages. Significant changes to elements and performance criteria, changes to scope of unit. Removal of embedded content from HLTFA404C. Removal of analgesic gases. New evidence requirements for assessment. Removal of prerequisite unit.

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role.

The demonstrated evidence is performed in line within state/territory regulations, first aid codes of practice, Australian Resuscitation Council (ARC) guidelines and workplace procedures.

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- Followed DRSABCD in line with ARC guidelines, including:
  - performed at least 2 minutes of uninterrupted single rescuer cardiopulmonary resuscitation (CPR) (5 cycles of both compressions and ventilations) on an adult resuscitation manikin placed on the floor
  - performed at least 2 minutes of uninterrupted single rescuer CPR (5 cycles both compressions and ventilations) on an infant resuscitation manikin placed on a firm surface
  - performed at least 2 minutes of bag-valve-mask ventilation and at least 2 minutes of compression on an adult resuscitation manikin placed on the floor
  - responded appropriately in the event of regurgitation or vomiting
  - managed the unconscious breathing casualty
  - followed the prompts of an Automated External Defibrillator (AED)
  - followed single rescue procedure, including the demonstration of a rotation of operators with minimal interruptions to compressions
- conducted a visual and verbal secondary survey assessment of the casualty
- assessed vital signs (respirations, pulse and temperature)
- responded to at least three simulated first aid scenarios contextualised to the candidate's workplace/community setting, including:
  - demonstrated safe manual handling techniques
  - clearing the airway using a suction device
  - post-incident debrief and evaluation
  - provided an accurate verbal and written report of the incident
- selected and inserted an oropharyngeal airway adjunct
- administered oxygen to an unconscious/conscious casualty, including:
  - selected and prepared correct oxygen equipment
  - administered oxygen safely at correct flow rate
- monitored and coordinated maintenance of resuscitation equipment
  - dismantling
  - storage
  - disposal
  - cleaning and decontamination
  - checking and diagnosis of faults
- located and interpreted workplace policies and procedures
-

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

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- State/Territory regulations, first aid codes of practice and workplace procedures including:
  - ARC guidelines relevant to provision of CPR
  - guidelines of Australian national peak clinical bodies
  - safe work practices to deal with risks and potential hazards including manual handling, hazardous substances, dangerous goods and chemicals
  - infection control principles and procedures, including use of standard precautions
  - requirements for currency of skill and knowledge
- legal, workplace or community considerations including:
  - awareness of potential need for stress-management techniques and available support following an emergency situation
  - capabilities of emergency management services
  - consent
  - duty of care requirements
  - importance of debriefing
  - legal requirements of administration of medication and the rights and responsibilities of the First Aider in the workplace regarding medication
  - own skills and limitations
  - privacy and confidentiality requirements
  - respectful behaviour towards a casualty
- considerations when performing resuscitation including:
  - airway obstruction due to body position
  - appropriate duration and cessation of CPR
  - appropriate use of an AED
  - assessment and interpretation of vital signs (respirations, temperature and pulse)
  - benefits, contraindications and complications with the use of an oropharyngeal airway
  - chain of survival
  - how to conduct a visual and verbal secondary survey assessment
  - standard precautions
- considerations when providing supplementary oxygen, including:
  - benefits, contraindications and complications of providing oxygen to a casualty and of providing suction during the application of advanced resuscitation techniques
  - complications with the use of a bag-valve-mask device and suitable strategies to minimise these
  - selection and operation of oxygen masks and other appropriate delivery devices
- basic anatomy, physiology and toxicology as it relates to the provision of advanced resuscitation, including:
  - basic electrical activity associated with normal and abnormal heart rhythm
  - how to recognise a person is not breathing normally
  - relevant organs of the cardio pulmonary system and their operation

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    - response/level of consciousness
    - upper airway and effect of positional change
- methods for cleaning, replenishing, recharging and maintaining resuscitation and oxygen equipment including:
    - actions to rectify problems
    - procedures to ensure operational readiness
    - storage, cleaning, decontamination and safe disposal of consumables
    - troubleshooting to identify minor and major faults
    -

Assessment Conditions

Skills must be demonstrated working individually in an environment that provides realistic in-depth, industry-validated scenarios and simulations to assess candidates' skills and knowledge.

Assessment resources must include:

- adult and infant resuscitation manikins in line with ARC Guidelines for the purpose of assessment of CPR procedures
- airway model suitable for insertion of an oropharyngeal airway
- Automated External Defibrillator (AED) training device.
- bag-valve-mask
- oropharyngeal airway adjunct
- oxygen resuscitation system with oxygen cylinder
- selection of oxygen masks with tubing; nasal cannula, therapy mask, resuscitation mask with oxygen port
- thermometer
- suction device
- workplace incident, injury, trauma or illness record or other appropriate workplace incident report form.

Simulated assessment environments must simulate the real-life working environment where these skills and knowledge would be performed, with all the relevant equipment and resources of that working environment.

Assessor requirements

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705

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HLTAID011 Provide First Aid

Modification History

Not applicable.

Application

This unit describes the skills and knowledge required to provide a first aid response to a casualty in line with first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies.

The unit applies to all persons who may be required to provide a first aid response in a range of situations, including community and workplace settings.

Specific licensing/regulatory requirements relating to this competency, including requirements for refresher training should be obtained from the relevant national/state/territory Work Health and Safety Regulatory Authorities.

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Respond to an emergency situation.	1.1. Recognise and assess an emergency situation. 1.2. Ensure safety for self, bystanders and casualty. 1.3. Assess the casualty and recognise the need for first aid response. 1.4. Seek assistance from emergency services.
2. Apply appropriate first aid procedures.	2.1. Perform cardiopulmonary resuscitation (CPR) in accordance ARC guidelines. 2.2. Provide first aid in accordance with established first aid principles. 2.3. Display respectful behaviour towards casualty. 2.4. Obtain consent from casualty where possible. 2.5. Use available resources and equipment to make the casualty as comfortable as possible. 2.6. Operate first aid equipment according to manufacturers' instructions. 2.7. Monitor the casualty's condition and respond in accordance with first aid principles.

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3. Communicate details of the incident.	3.1. Accurately convey incident details to emergency services. 3.2. Report details of incident in line with appropriate workplace or site procedures. 3.3. Complete applicable workplace or site documentation, including incident report form. 3.4. Maintain privacy and confidentiality of information in line with statutory or organisational policies.
4. Review the incident.	4.1. Recognise the possible psychological impacts on self and other rescuers and seek help when required. 4.2. Contribute to a review of the first aid response as required.

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and not equivalent to HLTAID003 Provide first aid

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705

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Assessment Requirements for HLTAID011 Provide First Aid

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the workplace or community setting.

There must be evidence that the candidate has completed the following tasks in line with State/Territory regulations, first aid codes of practice, first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies and workplace or site procedures:

- managed, in line with ARC guidelines, the unconscious, breathing casualty including appropriate positioning to reduce the risk of airway compromise
- managed, in line with ARC guidelines, the unconscious, non-breathing adult, including:
  - performing at least 2 minutes of uninterrupted single rescuer cardiopulmonary resuscitation (CPR) (5 cycles of both compressions and ventilations) on an adult resuscitation manikin placed on the floor
  - following the prompts of an automated external defibrillator (AED) to deliver at least one shock
  - demonstrating a rotation of single rescuer operators with minimal interruptions to compressions
  - responding appropriately in the event of regurgitation or vomiting
- managed, in line with ARC guidelines, the unconscious, non-breathing infant, including:
  - performing at least 2 minutes of uninterrupted single rescuer CPR (5 cycles both compressions and ventilations) on an infant resuscitation manikin placed on a firm surface
- managed casualties, with the following:
  - anaphylaxis
  - asthma
  - non-life-threatening bleeding
  - choking
  - envenomation, using pressure immobilisation
  - fractures, dislocations, sprains and strains, using appropriate immobilisation techniques
  - minor wound cleaning and dressing
  - nosebleed
  - shock

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- responded to at least one simulated first aid incident contextualised to the candidate's workplace or community setting, where the candidate has no knowledge of the casualty's condition prior to starting treatment, including:
  - identifying the casualty's illness or injury through history, signs and symptoms
  - using personal protective equipment (PPE) as required
  - providing appropriate first aid treatment
  - conveying incident details to emergency services or advising casualty on any required post incident action
  - providing an accurate verbal and written report of the incident
  - reviewing the incident.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- guidelines and procedures including:
  - ARC guidelines relevant to the provision of first aid
  - first aid guidelines from Australian national peak clinical bodies
  - potential incident hazards and risk minimisation processes when providing first aid
  - infection control procedures, including use of standard precautions and resuscitation barrier devices
  - requirements for currency of skill and knowledge
  - first aid codes of practice
  - appropriate workplace or site procedures relevant to the provision of first aid
  - contents of first aid kits
- legal, workplace and community considerations including:
  - duty of care requirements
  - own skills and limitations
  - consent and how it relates to the conscious and unconscious casualty
  - privacy and confidentiality requirements
  - awareness of potential need for stress management techniques and available support for rescuers
- considerations when providing CPR, including:
  - upper airway and effect of positional change
  - appropriate duration and cessation of CPR
  - appropriate use of an AED
  - safety and maintenance procedures for an AED
  - chain of survival
  - how to access emergency services
- techniques for providing CPR to adults, children and infants including:
  - how to recognise that a casualty is unconscious and not breathing normally

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  - rate, ratio and depth of compressions and ventilations
  - correct hand positioning for compressions
  - basic anatomy, physiology and the differences between adults, children and infants relating to CPR
- signs, symptoms and management of the following conditions and injuries:
  - allergic reaction
  - anaphylaxis
  - asthma
  - non-life-threatening and life-threatening bleeding
  - burns
  - cardiac conditions, including chest pain
  - choking
  - diabetes
  - drowning
  - envenomation - all current treatments
  - eye injuries
  - fractures, dislocations, strains and sprains
  - head, neck and spinal injuries
  - hypothermia
  - hyperthermia
  - minor wounds
  - nose-bleed
  - poisoning
  - seizures
  - shock
  - sharps injuries
  - stroke.

Assessment Conditions

Each candidate to demonstrate skills in an environment that provides realistic in-depth, scenarios and simulations to assess candidates' skills and knowledge.

Due to the nature of this type of training, it is acceptable for the performance evidence to be collected in a simulated environment.

Compression and ventilation skills must be demonstrated on resuscitation manikins following ARC guidelines for the purpose of assessment of CPR procedures.

Assessment must ensure access to:

- adult and infant resuscitation manikins following ARC guidelines for the purpose of assessment of CPR procedures
- adrenaline auto-injector training device

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- AED training devices
- workplace first aid kit
- placebo bronchodilator and spacer device
- different types of wound dressings and bandages
- blankets and items to treat for shock
- personal protective equipment (PPE)
- workplace injury, trauma or illness record, or other applicable workplace or site incident report form.

Simulated assessment environments must simulate real-life situations where these skills and knowledge would be performed, with all the relevant equipment and resources of that workplace or community environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors and must hold this unit or demonstrate equivalent skills and knowledge to that contained within this unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705

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HLTINF001 Comply with infection prevention and control policies and procedures

Modification History

Release	Comments
Release 1	This version was released in *HLT Health Training Package release 2.0* and meets the requirements of the 2012 Standards for Training Packages. Significant changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency requirements. Significant change to knowledge evidence.

Application

This unit describes the skills and knowledge required to follow organisational infection prevention and control procedures, including implementing standard and transmission-based precautions and responding to infection risks.

This unit applies to individuals working in health and direct client care contexts.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element*
1. Follow standard and additional precautions for infection prevention and control	1.1 Follow hand hygiene practices in accordance with organisations policies and procedures 1.2 Implement hand care procedures and cover cuts and abrasions 1.3 Follow organisation procedures for choice and use of personal protection equipment

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ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element*
	1.4 Follow procedures for respiratory hygiene and cough etiquette
	1.5 Follow procedures for environmental cleaning
	1.6 Follow procedures for handling, transporting and processing of linen in a manner that controls the spread of infection
	1.7 Follow procedures for disposal of contaminated waste
	1.8 Follow procedures for handling and cleaning client equipment that prevents skin and mucous membrane exposures, contamination of clothing, and transfer of pathogens
	1.9 Identify and respond to situations where additional precautions may be required to prevent transmission of infection
2. Identify infection hazards and assess risks	2.1 Identify infection hazards associated with own role and work environment
	2.2 Identify own areas of responsibility in relation to infection prevention and control
	2.3 Assess risk by determining the likelihood and severity of harm from identified hazards.
	2.4 Document and report activities and tasks that put self, clients, visitors and/or other workers at risk
	2.5 Identify appropriate control measures to minimise risk in accordance with organisations procedures
3. Follow procedures for managing risks associated with specific hazards	3.1 Follow protocols for care after exposure to blood or other body fluids as required
	3.2 Place appropriate signs when and where appropriate
	3.3 Remove spills in accordance with the policies and procedures of the organisation
	3.4 Minimise contamination of materials, equipment and instruments by aerosols and splatter
	3.5 Identify, separate and maintain clean and

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ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element*
	contaminated zones
	3.6 Confine records, materials and medicaments to a well-designated clean zone
	3.7 Confine contaminated instruments and equipment to a well-designated contaminated zone

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) *that are essential to performance.*

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705

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Assessment Requirements for HLTINF001 Comply with infection prevention and control policies and procedures

Modification History

Release	Comments
Release 1	This version was released in *HLT Health Training Package release 2.0* and meets the requirements of the 2012 Standards for Training Packages. Significant changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency requirements. Significant change to knowledge evidence.

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- followed established organisation infection prevention and control procedures on at least 3 separate occasions
- followed established organisation infection prevention and control procedures at least once for each of the following:
  - hand hygiene and care of hand
  - use of personal protective equipment
  - handling of waste
  - enforcing clean and contaminated zones
  - limitation of contamination
  - surface cleaning

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- established guidelines for the prevention and control of infection, including those for:
  - personal and hand hygiene:
    - how to hand wash
    - how to hand rub

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        - pre-surgical hand preparation
        - clinical moments when hand hygiene should be performed with soap and water rather than alcohol-based hand rub
        - non-clinical moments for hand hygiene hand care, including guidelines on maintaining intact skin, fingernails and jewellery/watches
    - use and scope of personal protective equipment guidelines for:
        - glove use
        - wearing gowns and waterproof aprons
        - wearing masks
        - wearing protective glasses
    - surface cleaning:
        - cleaning procedures and their specified times
        - routine surface cleaning
    - managing a blood or body fluid spill
    - sharps handling and disposal techniques
    - reprocessing procedures for equipment
- types of additional precautions and their relevance to particular areas of work or client groups
- types of hazards in the work environment and associated risks and control measures
- chain of infection:
    - source of infectious agent
    - mode of transmission
    - susceptible host
- basis of infection, including:
    - bacteria and bacterial spores
    - difference between harmless microorganisms and pathogens
    - difference between colonisation, infection and disease
    - fungi
    - viruses
- key modes of disease transmission – contact, airborne and droplet:
    - paths of transmission including direct contact, aerosols and penetrating injuries
    - risk of acquisition
    - sources of infecting microorganisms including persons who are carriers, in the incubation phase of the disease or those who are acutely ill
- factors that increase the susceptibility to infection:
    - immune status
    - wounds or devices
    - medications and comorbidities
    - age

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Assessment Conditions

Skills must have been demonstrated in the workplace with the addition of simulations and scenarios where the full range of contexts and situations have not been provided in the workplace or may occur only rarely.

The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
  - organisational infection prevention and control guidelines
  - personal protective equipment
  - hand hygiene facilities and equipment
  - medical or client care equipment relevant to the workplace
  - clinical and other waste and waste disposal equipment
  - areas for cleaning
  - equipment for cleaning, including sterilised sharps if relevant to role
- modelling of industry operating conditions, including integration of problem solving activities to which the candidate responds

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705

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HLTINF003 Implement and monitor infection prevention and control policies and procedures

Modification History

Release	Comments
Release 1	This version was released in *HLT Health Training Package release 2.0* and meets the requirements of the 2012 Standards for Training Packages. Minimal changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency requirements. Significant changes to knowledge evidence. Removed prerequisite.

Application

This unit describes the skills and knowledge required to provide information about infection prevention and control procedures, integrate those procedures into work practices and monitor workplace performance.

This unit applies to individuals working in health or direct client care contexts, who have a coordination, team leading or supervisory responsibility in relation to infection prevention and control.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element*
1. Provide information about infection prevention and control policies and procedures	1.1 Explain correct and current infection prevention and control information clearly to the work group 1.2 Regularly provide information about identified hazards and the outcomes of infection risk assessments 1.3 Provide opportunities for the work group to seek

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ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element*
	further information on workplace infection prevention and control issues and practices
	1.4 Adapt communication to the needs of different workers
2. Integrate infection prevention and control policy and procedure into work practices	2.1 Implement infection prevention and control policy and procedures with members of the work group
	2.2 Maintain liaison with person responsible for organisation-wide infection prevention and control
	2.3 Provide coaching and support as required to ensure that individuals or teams are able to implement infection prevention and control practices
	2.4 Adopt work procedures to reflect appropriate infection prevention and control practice
	2.5 Promptly resolve issues raised through consultation or refer to the appropriate personnel
	2.6 Implement workplace procedures for dealing with infection prevention and control risks and hazardous events
	2.7 Encourage colleagues to report infection risks and to improve infection prevention and control procedures
3. Monitor infection prevention and control procedures performance and implement improvements in practices	3.1 Promptly investigate infectious hazardous events to identify their cause in accordance with organisation policy and procedure
	3.2 Monitor work procedures to control infection risks
	3.3 Regularly review and adjust work procedures to improve infection prevention and control practice
	3.4 Provide feedback to colleagues on compliance issues, changes in work procedures and infection prevention and control outcomes
	3.5 Identify and respond to inadequacies in work procedures and infection prevention and control measures or report to designated personnel
	3.6 Maintain accurate records of infection prevention and

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ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element*
	control risks and incidents as required
	3.7 Use aggregate infection prevention and control information reports to identify hazards, to monitor and improve risk control methods and to indicate training needs
	3.8 Document, report and investigate potential breaches of infection prevention and control in accordance with organisation procedures

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) *that are essential to performance.*

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705

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Assessment Requirements for HLTINF003 Implement and monitor infection prevention and control policies and procedures

Modification History

Release	Comments
Release 1	This version was released in *HLT Health Training Package release 2.0* and meets the requirements of the 2012 Standards for Training Packages. Minimal changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency requirements. Significant changes to knowledge evidence. Removed prerequisite.

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- implemented and monitored infection prevention and control policy and procedures for at least 1 work area and at least 1 team of workers, incorporating:
  - hand hygiene and hand care
  - use of personal protective equipment
  - surface cleaning
  - waste management
  - handling of potentially infectious material
  - hazard identification and risk assessment and management

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- key features of infection prevention and control regulation and guidelines:
  - Australian standards
  - government guidelines
  - manufacturer documentation
- management and work processes used to control infection:
  - assessment

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  - monitoring
  - reporting processes and hierarchies
  - training requirements
- standard and additional infection prevention and control precautions, including:
  - personal hygiene
  - use of personal protective equipment
  - surface cleaning
  - handling of potentially infectious material
- key aspects of communicable disease transmission and their relationship to different work processes
- infection risks and control measures specific to work area and related work processes
- hierarchy of risk control measures from most to least preferred:
  - elimination
  - engineering controls
  - administrative control
  - personal protective equipment

Assessment Conditions

Skills must have been demonstrated in the workplace with the addition of simulations and scenarios where the full range of contexts and situations have not been provided in the workplace or may occur only rarely.

The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
  - organisational infection prevention and control policies and procedures
  - personal protective equipment
  - hand washing facilities and equipment
  - medical or client care equipment relevant to the workplace
  - clinical and other waste
  - areas for cleaning
- modelling of industry operating conditions, including:
  - interaction with a team
  - presence of real or simulated risks, hazards and infection prevention and control problems to which the candidate responds

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

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HLTWHS003 Maintain work health and safety

Modification History

Release	Comments
Release 3	Updated: • assessor requirements statement • foundation skills lead in statement • licensing statement • modification history to reflect 2012 standards Equivalent outcome.
Release 2	Minor corrections to formatting to improve readability. Equivalent competency outcome.
Release 1	This version was released in *HLT Health Training Package release 1.0* and meets the requirements of the 2012 Standards for Training Packages. Updated to include relevant content from HLTWHS401A. Revised scope of unit to reflect requirements of supervisor and/or line manager.

Application

This unit describes the skills and knowledge required to implement and monitor work health and safety (WHS) policies, procedures and work practices as part of a small work team.

This unit applies to workers who have a key role in maintaining WHS in an organisation, including duty of care for other workers.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes.	*Performance criteria specify the level of performance needed to demonstrate achievement of the element.*

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ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes.	*Performance criteria specify the level of performance needed to demonstrate achievement of the element.*
1. Contribute to workplace procedures for identifying hazards and controlling risks	1.1 Identify existing and potential hazards and record them according to workplace procedures 1.2 Contribute to the development of strategies for implementing risk controls in line with workplace procedures and policies 1.3 Implement risk controls in line with the hierarchy of risk control and workplace and legislative requirements 1.4 Identify and report issues with risk controls, including residual risk, in line with workplace and legislative requirements
2. Implement policies and procedures into work team processes	2.1 Regularly provide information about WHS policies and procedures to the work team 2.2 Provide information about identified hazards and the outcomes of risk assessment and risk controls to the work team 2.3 Monitor housekeeping practices to ensure that WHS policies and procedures are followed 2.4 Maintain WHS incident records in the work area according to workplace procedures and legislative requirements
3. Support consultation, cooperation and communication	3.1 Support workplace consultative procedures by encouraging work team participation in consultative activities 3.2 Report health and safety issues in line with workplace procedures and legislative requirements 3.3 Encourage and assist work team members to contribute to WHS

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Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

- *Written communication* – in order to complete a workplace risk assessment and complete a workplace incident report in line with regulatory guidelines and organisational policies
- *Oral communication* – in order to accurately present information to a small group of at least two participants

The remaining foundation skills essential to performance are explicit in the performance criteria of this unit

Unit Mapping Information

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705

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Assessment Requirements for HLTWHS003 Maintain work health and safety

Modification History

Release	Comments
Release 3	Updated: • assessor requirements statement • foundation skills lead in statement • licensing statement • modification history to reflect 2012 standards Equivalent outcome.
Release 2	Minor corrections to formatting to improve readability. Equivalent competency outcome.
Release 1	This version was released in *HLT Health Training Package release 1.0* and meets the requirements of the 2012 Standards for Training Packages. Updated to include relevant content from HLTWHS401A. Revised scope of unit to reflect requirements of supervisor and/or line manager.

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role.

There must be demonstrated evidence that the candidate has completed the following tasks at least once in line with state/territory WHS regulations, relevant codes of practice and workplace procedures:

- conducted a workplace risk assessment and recorded the results, including:
  - identification of hazards and potential hazards
  - risk assessment
  - strategies for minimising risk, and
  - analysis of residual risk
- provided WHS information to at least two workers, including:
  - explanation of WHS policies and procedures
  - demonstration of safe housekeeping practices
  - correct use of personal protective equipment (PPE)

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- consistently monitored safety procedures in the day-to-day work activities required by the job role
- completed a workplace incident report
- followed workplace procedures for a simulated emergency situation

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- State/territory legislation and how it impacts on workplace regulations, codes of practice and industry standards, including:
  - state/territory WHS authorities
  - rights and responsibilities of persons conducting a business or undertaking (PCBUs), officers and workers, including duty of care
  - legislative requirements for record-keeping and reporting
  - regulatory requirements relevant to the particular industry/type of work site
  - hazardous manual tasks
  - infection control
- Hazards common to the work environment and how they cause harm
- Principles of hazards and risk assessment, including:
  - hazard identification procedures
  - risk assessment process
  - residual risk
  - risk controls
  - hierarchy of control
- Workplace emergency procedures
- Workplace policies and procedures for WHS.

Assessment Conditions

Skills must be demonstrated in the workplace.

In addition, simulations and scenarios must be used where the full range of contexts and situations cannot be provided in the workplace or may occur only rarely. These are situations relating to emergency or unplanned procedures where assessment in these circumstances would be unsafe or is impractical.

Simulated assessment environments must simulate the real-life working environment where these skills and knowledge would be performed, with all the relevant equipment and resources of that working environment.

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Assessment must ensure use of:

- current workplace policies and procedures for WHS.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705

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HLTWHS004 Manage work health and safety

Modification History

Release	Comments
Release 2	Updated: • assessor requirements statement • foundation skills lead in statement • licensing statement • modification history to reflect 2012 standards Equivalent outcome.
Release 1	This version was released in *HLT Health Training Package release 1.0* and meets the requirements of the 2012 Standards for Training Packages. Updated to include relevant content from HLTWHS401A. Revised scope of unit to reflect requirements of managers and/or persons conducting a business or undertaking (PCBUs).

Application

This unit describes the skills and knowledge required to establish, maintain and evaluate work health and safety (WHS) policies, procedures and programs in the relevant work area, according to WHS legislative requirements.

This unit applies to workers who have responsibility for WHS as part of their role, including workers with obligations under WHS legislation, persons conducting a business or undertaking (PCBUs), or their officers (as defined by relevant legislation).

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes.	*Performance criteria specify the level of performance needed to demonstrate achievement of the element.*
1. Establish work health and	1.1 Access and interpret legislation, regulations, code

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ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes.	*Performance criteria specify the level of performance needed to demonstrate achievement of the element.*
safety practices	of conduct and workplace policies and procedures for WHS
	1.2 Develop procedures for ongoing hazard identification, and assessment and control of associated risks
	1.3 Ensure risk controls and hazard-specific procedures are consistent with the hierarchy of control and are monitored to support compliance with legislative and regulatory requirements
	1.4 Identify requirements for expert WHS advice, and request this advice as required
2. Facilitate consultation, cooperation and communication	2.1 Develop and provide consultative WHS activities to provide advice in relation to work health and safety issues
	2.2 Monitor processes for ensuring that workers have an opportunity to contribute feedback on health and safety issues
	2.3 Document outcomes of consultation and communicate to workers
	2.4 Develop and implement processes to ensure that responsibilities and duties are documented and accountability processes are in place
	2.5 Implement and monitor training programs to ensure identified WHS training requirements are addressed, including induction process
3. Monitor compliance with risk control processes	3.1 Develop WHS record-keeping policies and procedures and provide information to workers
	3.2 Monitor hazard, incident and injury reporting processes to meet legislative requirements and to inform future prevention strategies
	3.3 Evaluate WHS record-keeping policies and procedures for compliance with legislative requirements

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ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes.	*Performance criteria specify the level of performance needed to demonstrate achievement of the element.*
4. Evaluate and maintain WHS	4.1 Determine WHS priorities in consultation with work group 4.2 Develop a WHS action plan taking account of priorities and training needs 4.3 Identify potential barriers to improvement 4.4 Establish processes to monitor achievement against the plan and update plans as required

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

- *Written communication* – in order to complete a workplace risk assessment and develop a WHS action plan in line with regulatory guidelines and organisational policies
- *Oral communication* – in order to accurately present information to a small group of at least two participants

The remaining foundation skills essential to performance are explicit in the performance criteria of this unit

Unit Mapping Information

No equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705

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Assessment Requirements for HLTWHS004 Manage work health and safety

Modification History

Release	Comments
Release 2	Updated: • assessor requirements statement • foundation skills lead in statement • licensing statement • modification history to reflect 2012 standards Equivalent outcome.
Release 1	This version was released in *HLT Health Training Package release 1.0* and meets the requirements of the 2012 Standards for Training Packages. Updated to include relevant content from HLTWHS401A. Revised scope of unit to reflect requirements of managers and/or persons conducting a business or undertaking (PCBUs).

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role.

There must be demonstrated evidence that the candidate has completed the following tasks at least once in line with state/territory WHS regulations, relevant codes of practice and workplace procedures:

- conducted a workplace risk assessment and recorded the results, including:
  - identification of hazards and potential hazards
  - risk assessment
  - evaluation of policy/procedure in line with state/territory legislation and industry guidelines
  - development of risk controls and measures
- conducted the following consultative activities with at least two workers:
  - information session about workplace policies and procedures, including demonstration of personal protective equipment (PPE) where required for the job role
  - consultative discussion regarding outcomes of a workplace risk assessment, including risk controls and measures developed as part of the risk assessment process

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- monitored workplace compliance with WHS procedures
- developed a WHS action plan, including strategies for monitoring and review
- coordinated workplace procedures for a simulated emergency situation.

Knowledge Evidence

The candidate must demonstrate knowledge of:

- state/territory legislation and how it impacts on workplace regulations, codes of practice and industry standards, including:
  - state/territory WHS authorities
  - rights and responsibilities of persons conducting a business or undertaking (PCBUs), officers and workers, including duty of care
  - legislative requirements for record-keeping and reporting
  - due diligence and general duty requirements
  - regulatory requirements relevant to the particular industry/type of work site
  - legislative requirements for consultation
  - hazardous manual tasks
  - infection control
- hazards common to the work environment and strategies for minimisation
- requirements for WHS policies, including:
  - hazard, incident and injury reporting
  - hazard identification, risk assessment and control
  - human resources policies and procedures
  - consultation and participation
  - incident investigation and record-keeping
  - quality system documentation
  - designated person/s for raising issues
  - workplace support services
  - use of personal protective equipment (PPE)
  - emergency procedures
- principles of hazard and risk management, including:
  - risk analysis
  - hazard identification procedures
  - hierarchy of control and its application
  - principles of risk assessment
  - examples of health and safety benchmarks
  - principles of safe design processes

Assessment Conditions

Skills must be demonstrated in the workplace.

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In addition, simulations and scenarios must be used where the full range of contexts and situations cannot be provided in the workplace or may occur only rarely. These are situations relating to emergency or unplanned procedures where assessment in these circumstances would be unsafe or is impractical.

Simulated assessment environments must simulate the real-life working environment where these skills and knowledge would be performed, with all the relevant equipment and resources of that working environment.

In addition, assessment must ensure use of:

- current workplace policies and procedures for WHS

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705

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ICPKNW322 Develop knowledge of the printing and graphic arts industry

Modification History

Release	Comments
Release 1	This version first released with ICP Printing and Graphic Arts Training Package Version 2.0.

Application

This unit describes the skills and knowledge required to work in or deal with individuals in various sectors of the printing and graphic arts industry.

It applies to individuals who require detailed technical knowledge in particular areas of the industry, together with a working knowledge of related areas. Individuals need the skills to facilitate technical communication and to work as a member of a team.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Holistic knowledge

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Apply knowledge of the printing industry	1.1 Printing industry terminology and vocabulary are used correctly and accurately 1.2 New technology and new work processes are monitored and implemented when required 1.3 Trends within the printing industry are monitored, on an ongoing basis, to inform personal work practices 1.4 Basic principles and obligations of legislative, standards and

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ELEMENT	PERFORMANCE CRITERIA
	industrial awards are researched and followed within the workplace and in personal work practices
2. Acquire knowledge of the graphic pre-press, graphic design and multi-channel communications sector	2.1 Principles behind pre-press functions such as image production, image combining, image output and workflow are researched 2.2 Different types of images are assessed to identify the most appropriate usage 2.3 Different types of output are researched and their effects on final product are evaluated 2.4 Different output devices are researched to identify appropriate usage 2.5 Differences between various markup and scripting languages and their application are assessed to identify most appropriate usage 2.6 Platforms and computer systems requirements for different products are researched and their effects on final product are evaluated
3. Acquire knowledge of printing machining sector	3.1 Basic principles of printing processes (lithography, relief, flexography, gravure, pad printing, screen printing, digital and electronic printing) are researched 3.2 Types of products and processes are researched to identify appropriate usage 3.3 Capabilities and limitations of each process are reviewed
4. Acquire knowledge and requirements of the converting, binding and finishing sector	4.1 Basic characteristics of converting and finishing processes (guillotining, flat-bed and rotary cutting, collating, folding, adhesive, mechanical and thermal fastening) are researched 4.2 Types of processes are researched to identify appropriate usage 4.3 Capabilities and limitations of each process are reviewed
5. Acquire knowledge and requirements of the ink manufacturing sector	5.1 The ink manufacturing sector, its products, services and supplier profile are identified 5.2 Enterprise products and services, their characteristics and their end use, specifically with regard to printing industry, are identified 5.3 Printing processes and their implication for ink manufacture are researched 5.4 Manufacturing processes and quality control procedures for

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ELEMENT	PERFORMANCE CRITERIA
	ink, coating, varnish, resin, or chemical production are identified
6. Acquire knowledge and requirements of mail house operations	6.1 Australia Post Standards and weight and size limitations are researched 6.2 Equipment used in mail house operations is researched 6.3 Computer driven bar code, sorting, tagging and reading systems are researched to identify appropriate usage 6.4 Data management and processing systems and software are researched to identify appropriate usage 6.5 Computerised document management, design and reading systems and software are researched to identify appropriate usage 6.6 Computerised market research, listing services and associated software are researched to identify appropriate usage
7. Acquire knowledge of colour theory	7.1 Colour theory of additive colours (light), Red, Green, Blue (RGB), is researched to inform pre-press and/or design decisions 7.2 Colour theory of subtractive colours (pigments), Cyan, Magenta, Yellow, Key (black) (CMYK), is researched to inform pre-press and/or design decisions 7.3 Relationship between ranges of visual colour RGB and CMYK is researched to inform pre-press and/or design decisions 7.4 Relationship between hue, greyness and substrate for tone and colour correction is researched to inform pre-press and/or design decisions 7.5 Colour matching conditions and colour matching systems are researched to inform pre-press and/or design decisions
8. Apply knowledge of substrates and consumables	8.1 Range of substrates used for each printing process is researched 8.2 Relationship of different substrate sizes is researched to identify appropriate usage 8.3 Effects of different weights and callipers of substrates on pre-press, printing and finishing operations are researched 8.4 Effects of substrate on pre-press, printing and finishing operations are researched 8.5 Effects of different properties of ink (drying properties, fastness, gloss) on pre-press, printing and finishing operations are researched 8.6 Suitability of inks and coatings for particular finishing processes is identified

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ELEMENT	PERFORMANCE CRITERIA
9. Acquire basic knowledge of costs of production	9.1 Main cost elements (fixed, capital, variable) in production are identified 9.2 Information required to accurately cost particular jobs is determined 9.3 Ways of minimising use of materials without affecting quality of output are identified 9.4 Ways of maximising efficiency of resources without affecting quality of output are identified
10. Acquire basic knowledge of production management requirements and systems	10.1 Types of information that need to be exchanged between different stages of production to facilitate production efficiency are identified 10.2 Systems and strategies to exchange identified information are researched 10.3 Basic principles of efficient production management are identified 10.4 Principles of effective quality management are identified

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.2, 1.3, 1.4, 2.1, 2.3, 2.4- 2.6, 3.1-3.3, 4.1- 4.3, 5.1- 5.4, 6.1-6.6, 7.1-7.6, 8.1-8.6, 9.1-9.4, 10.1-10.4	• Researches, comprehends and applies information extracted from various sources
Writing	1.1`	• Uses appropriate vocabulary, including technical language, in written documents prepared for a range of audiences
Oral Communication	1.1	• Uses appropriate vocabulary, including technical language, to interact with others
Numeracy	5.3, 8.3, 9.1, 9.2,	• Uses mathematical techniques to estimate quantities, usage and costs

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	9.3, 9.4	• Interprets and analyses mathematical information included in texts
Navigate the world of work	1.2-1.4, 5.4, 6.1	• Maintains knowledge of the printing industry required for current role • Understands and adheres to relevant industry standards, legislative requirements and organisational policies and procedures
Get the work done	1.2, 1.3, 2.1-2.6, 3.1-3.3, 4.1-4.3, 5.1-5.4, 6.2-6.6, 7.1-7.5, 8.1-8.6, 9.2-9.4, 10.1-10.4	• Plans, organises and implements systems and activities to achieve efficient and effective outcomes • Analyses and evaluates information to solve problems and make decisions • Monitors trends and identifies concepts, principles and features of approaches for use in new contexts • Understands and uses digital technologies to access, organise, store and share information

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
ICPKNW322 Develop knowledge of the printing and graphic arts industry	ICPKN311 Apply knowledge of the graphic pre-press sector	11 units merged into 1 due to duplication of information	Equivalent unit
	ICPKNW312 Apply knowledge of printing machining	11 units merged into 1 due to duplication of information	Equivalent unit
	ICPKNW313 Apply knowledge and requirements of the converting, binding and finishing sector	11 units merged into 1 due to duplication of information	Equivalent unit
	ICPKNW314 Apply knowledge and requirements of the screen printing sector	11 units merged into 1 due to duplication of information	Equivalent unit

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Code and title current version	Code and title previous version	Comments	Equivalence status
	ICPKNW315 Apply knowledge and requirements of the multimedia sector	11 units merged into 1 due to duplication of information	Equivalent unit
	ICPKNW316 Apply knowledge and requirements of paper and printing processes	11 units merged into 1 due to duplication of information	Equivalent unit
	ICPKNW317 Apply knowledge and requirements of the ink manufacturing sector	11 units merged into 1 due to duplication of information	Equivalent unit
	ICPKNW318 Apply knowledge and requirements of mail house operations	11 units merged into 1 due to duplication of information	Equivalent unit
	ICPKNW319 Apply knowledge and processes of converting paper-based products	11 units merged into 1 due to duplication of information	Equivalent unit
	ICPKNW320 Apply knowledge and requirements of information technology systems in the printing industry	11 units merged into 1 due to duplication of information	Equivalent unit
	ICPKNW321 Apply knowledge and requirements of digital production	11 units merged into 1 due to duplication of information	Equivalent unit

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a74b7a0f-a253-47e3-8be0-5d426e24131d

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Assessment Requirements for ICPKNW322 Develop knowledge of the printing and graphic arts industry

Modification History

Release	Comments
Release 1	This version first released with ICP Printing and Graphic Arts Training Package Version 2.0.

Performance Evidence

Evidence of the ability to:

- use appropriate vocabulary and terminology in written and oral communications with tradespeople, colleagues, management or clients
- document current with trends in the printing industry
- apply relevant legislative and workplace requirements when completing tasks
- conduct research to determine image type, output settings, output requirements and output devices for different jobs
- conduct research to determine the correct process for a print job
- conduct research to determine the correct process for a converting or finishing job
- use a colour management system to determine colour requirements for a print job
- conduct research to determine appropriate substrate and ink for different print jobs
- accurately plan, cost and document a print job.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe legislative and enterprise requirements that affect work practice
- describe the basic principles behind the following pre-press functions:
  - image production (typesetting, scanning, graphic arts camera)
  - image combining (manual and electronic)
  - image output (film, plates, direct to press)
- describe the basic principles of the following printing processes:
  - lithography
  - relief

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  - flexography
  - gravure
  - pad printing
  - screen printing
  - digital and electronic printing
- describe the range of substrates used for each printing process
- describe designs that are appropriate for different printing processes
- describe the basic characteristics of the following converting and finishing processes:
  - guillotining
  - flat-bed and rotary cutting
  - collating
  - folding
  - adhesive
  - mechanical and thermal fastening
- describe the relationship between ranges of visual colour Red, Green, Blue (RGB) and Cyan, Magenta, Yellow, Key (black) (CMYK)
- explain the main cost elements in printing production
- explain the basic principles of efficient production management.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the printing industry and include access to:

- industry-standard technology, equipment and materials
- sources of information.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a74b7a0f-a253-47e3-8be0-5d426e24131d

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ICTCBL236 Install, maintain and modify customer premises communications cabling: ACMA Restricted Rule

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 2.0.

Application

This unit describes the skills and knowledge required to safely install, maintain and modify communications cabling required according to the Australian Communications and Media Authority's (ACMA) ‘Restricted’ Cabling Provider Rule on customers premises for cabling terminated on sockets and network termination devices (NTD) of indoor and external metallic cable in either aerial or underground situations.

It applies to individuals who may provide services to connect telecommunications devices including telephony systems, security alarm panels and fire control panels in either a new cable installation or upgrade of cable capacity for an existing network or subsystem for convergence to Next Generation Networks (NGN) applications. Customers are typically domestic premises, small offices, home offices and small business premises. Generally large commercial and industrial premises are excluded except in special circumstances where the cabling is behind a compliant device and is not via jumperable distributors or patch panels.

All customer cabling work in the telecommunications, fire, security and data industries must be performed by a registered cabler. All cablers are required to register with an ACMA-accredited registrar.

Pre-requisite Unit

ICTWHS204 Follow work health and safety and environmental policies and procedures

ICTTEN201 Use electrical skills in telecommunications work

Unit Sector

Telecommunications – Cabling

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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Plan for restricted cabling work	1.1 Prepare for restricted cabling work within the ACMA regulatory environment, cabling environment, cable type, cable identification, termination systems, earthing and protection, records and according to requirements of relevant legislation, codes, regulations and standards 1.2 Identify building infrastructure which places critical constraints on cabling 1.3 Develop strategies to manage other infrastructure in relation to cabling 1.4 Notify appropriate personnel of safety hazards at the cabling work site
2. Manage remote power feed	2.1 Identify and avoid the risks posed by contact with remote power feeding services when performing cabling activity 2.2 Make site safe by identifying remote power feeding services which operate at above telecommunications network voltage (TNV) inside customer premises
3. Install cables and protective earth wires	3.1 Install cables according to manufacturer's application specifications, including tension and bending stress requirements 3.2 Identify and avoid sources of possible damage to cable, including hot pipes, sharp edges and cable burn 3.3 Allow sufficient excess at cable ends to facilitate termination 3.4 Place and secure cable to maintain safety and interference segregation according to legislative and industry standards 3.5 Install cable fasteners with correct tension to prevent cable sheath damage or transmission impairment and trimmed flush to prevent risk of personal damage 3.6 Install underground cables to minimum depth of cover and segregation from hazardous electrical and other services according to current Australian Standards 3.7 Install underground cables excluding blown fibre tube systems to incorporate a blocking agent within the cable to prevent the ingress of water 3.8 Install aerial cables to minimum clearance, segregation from hazardous electrical and other services and minimum height

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ELEMENT	PERFORMANCE CRITERIA
	requirements according to current Australian Standards 3.9Install over-voltage protection devices according to Australian Standards to all cable pairs, where required, to suppress voltage surges and protect from earth potential rise (EPR) hazards and protectively earth the devices 3.10 Protect earth wire insulation against damage and segregate protective earths according to relevant legislative and industry standards
4. Terminate and test cables and earth wires	4.1 Remove cable sheath to allow for correct termination length and without damage to underlying conductors and their insulation 4.2 Install Network Termination Device (NTD) modules according to manufacturer's specifications and cable pairs neatly and sequentially fanned for termination 4.3 Terminate conductors according to recommended colour code sequence using appropriate termination tools in the manufacturer's specified manner 4.4 Earth cable shield, if applicable, to manufacturer's specifications, relevant industry codes of practice and Australian Standards 4.5 Conduct visual inspection to confirm termination colour code sequence has been followed prior to end-to-end testing of wire and pair termination integrity 4.6 Terminate earth wire according to industry accepted codes of practice and Australian Standards 4.7 Ensure earth wire continuity throughout and observe interface requirements with electrical systems 4.8 Test earthing installation for continuity, insulation resistance and conductive resistance according to accepted industry standards and Australian Standards 4.9 Confirm compatibility of alterations with existing systems and test new work both in isolation and when integrated with existing systems
5. Inspect cable route to ensure correct separations	5.1 Inspect separations along the entirety of the cable route and rectify separations which do not comply with regulations 5.2 Install barriers to achieve separations where sufficient spatial separation cannot be met
6. Create records	6.1 Provide the client with a job sign-off, telecommunications cabling advice form, at the completion of each cabling task 6.2 Complete NTD record cards for the work undertaken

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ELEMENT	PERFORMANCE CRITERIA
7. Monitor work activity	7.1 Supervise cablers not holding appropriate registration for the task to ensure cabling activity is according to legislative requirements for safety and network integrity including the relevant Australian Standards

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 3.1, 3.8 - 3.9, 4.2 - 4.4, 4.8, 6.1 - 6.2, 7.1	• Recognises and responds to some conventions of complex texts • Recognises when unknown words are essential to meaning and uses a range of decoding strategies to identify them
Writing	1.4, 6.1 - 6.2	• Uses a legible handwriting style or a computer font appropriate to the audience and purpose
Oral Communication	1.4	• Demonstrates awareness of choices for register, especially in situations that are familiar
Numeracy	3.1, 3.6, 3.8 - 3.9, 4.1, 4.8, 4.9	• Relies substantially on hands-on (concrete) and real life materials, personal experience and prior knowledge to make estimations and check the reasonableness of processes • Identifies appropriate tools and uses them to take measurements • Interprets information based on results of technical tests
Navigate the world of work	1.1, 1.4, 3.4, 3.6, 3.8 - 3.10, 4.2, 4.4, 4.8, 7.1	• Takes personal responsibility for adherence to legal/regulatory responsibilities relevant to own work context, and draws attention to any issues that may affect self or others
Get the work done	1.1 - 1.3, 2.1 - 2.2, 3.1 - 3.7, 3.9 - 3.10, 4.1, 4.4 - 4.7, 4.9, 5.1 - 5.2	• Implements actions as per plan, making slight adjustments if necessary, and addressing some unexpected issues • Automatically implements standard procedures for routine decisions in response to familiar problems

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Range of Conditions

This section specifies different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Termination systems must include:	• network termination device • Australian modular socket • Mode 3 alarm socket • RJ45, RJ12 or RJ11 modular socket. (Note: jumperable distributors are not included in this requirement).
Earthing and protection must include:	• earthing for protection • surge suppression.

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
ICTCBL236 Install, maintain and modify customer premises communications cabling: ACMA Restricted Rule	ICTCBL2136B Install, maintain and modify customer premises communications cabling: ACMA Restricted Rule	Updated to meet Standards for Training Packages. Performance criteria clarified. Prerequisite units added.	No equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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Assessment Requirements for ICTCBL236 Install, maintain and modify customer premises communications cabling: ACMA Restricted Rule

Modification History

Release	Comments
Release 2	This version first released with ICT Information and Communications Technology Training Package version 3.1. New release provides updates to Elements and Performance Criteria.
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 2.0.

Performance Evidence

Evidence of the ability to:

- complete a cabling installation and termination for the following:
  - three different types of telephone sockets:
    - Australian modular socket
    - RJ45, RJ12 or RJ11 modular socket
    - Mode 3 alarm socket
  - one network termination device (NTD) completion of TCA1 compliance forms and NTD records
- apply cable conductor identification codes
- conduct and interpret cable test results
- interpret and apply standards and regulations
- comply with all related work health and safety (WHS) requirements and work practices
- meet Australian Communications and Media Authority's (ACMA) requirements.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

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- discuss the basic electrical principles of - insulation, resistance, capacitance, induction - as causes of, impedance, attenuation and cross-talk
- identify Australian Communications and Media Authority's (ACMA) cabling provider rules, cabler registration rules, regulations and standards
- describe the regulatory environment in which cabling can be carried out including:
  - accredited registrars and registration
  - ACMA
  - Certified Components List
  - labelling requirements
- describe the customer cabling environment for which restricted cabling may be required for internal, external, above ground or below ground installation
- identify and describe the various cable types, their identifiers, termination systems, separations, support systems and fastening techniques used for communications cabling
- describe the features and operating requirements of recognised cabling specific industry test equipment
- describe the information required to operate equipment according to a test specification
- identify legislation, codes of practice and other formal agreements that impact on the work activity
- identify the manufacturer’s requirements for safe operation of equipment
- identify specific workplace health and safety (WHS) requirements relating to the activity and site conditions
- describe test methods and performance requirements
- describe the typical issues and challenges that occur on site
- summarise the mandatory and workplace records required when installing communications cabling
- describe the installation requirements for underground and aerial cables including:
  - minimum depth of cover (below ground)
  - segregation from hazardous electrical and other services
  - earthing requirements
  - compliance with current Australian Standards
- describe the design parameters for underground cables in regard to the purpose they will serve and for the prevention of water ingress.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances should be typical of those experienced in the telecommunications – cabling field of work and include access to special purpose tools, equipment and materials. These include:

- access to a site on which communications cabling activities may be carried out
- cabling and field equipment currently used in industry
- licensing requirements and other site related documentation.

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Note: All client cabling work in the telecommunications, fire, security and data industries must be performed by a registered cabler. All cablers are required to register with an Australian Communications and Media (ACMA) accredited registrar. Assessment by a Telecommunications Industry Training Advisory Board (TITAB) registered assessor is recommended for this unit.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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ICTCBL237 Install, maintain and modify customer premises communications cabling: ACMA Open Rule

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 2.0.

Application

This unit describes the skills and knowledge required to safely install, maintain and modify customer premises communications cabling required according to Australian Communications and Media Authority's (ACMA) 'Open' Cabling Provider Rule for small installations connected to sockets, and larger commercial and industry installations involving many lines, multi-pair cables, backbone cabling, multi-story buildings and advanced termination modules and distributors.

It applies to individuals who provide services in telephony, carrier modems or multiplexers, private modems or data systems operating over a category one or two twisted pair metallic customer cable in a specific customer location and install, maintain or modify new cable or upgrade cable capacity either, indoor, external, underground or aerial cabling on private and public property for an existing network or subsystem, or cabling infrastructure for convergence to Next Generation Networks (NGN).

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the ICT Implementation Guide Companion Volume or the relevant regulator for details of licensing, legislative or certification requirements.

Pre-requisite Unit

ICTCBL236 Install, maintain and modify customer premises communications cabling: ACMA Restricted Rule

Unit Sector

Telecommunications – Cabling

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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Plan open cabling work	1.1 Prepare for open cabling work according to the ACMA regulatory environment, cabling environment, cable type, cable identification, termination systems, earthing and protection, records and relevant legislation, codes, regulations and standards 1.2 Identify building infrastructure which places critical constraints on cabling 1.3 Develop strategies to manage other infrastructure in relation to cabling 1.4 Notify appropriate personnel of identified safety hazards at cabling worksite
2. Manage remote power feed	2.1 Identify and avoid the risks posed by contact with remote power feeding services when performing cabling activity 2.2 Make site safe identifying remote power feeding services which operate at above telecommunications network voltage (TNV) inside customer premises
3. Install and modify cable support, earthing and termination infrastructure	3.1 Install fixings and cable support structures of adequate strength, safely and aligned with the environment according to manufacturer's and customer's specifications 3.2 Secure catenary supports to building structure and tension, where necessary, to ensure cable weight can be carried in operating conditions with interference and safety segregation maintained including adherence to current Australian Standards 3.3 Install protective earthing of metal work to industry standards where required 3.4 Inspect installed support structure to ensure cable will not be exposed to damage during installation and general operation 3.5 Position terminating equipment and fixing to accepted industry codes of practice, standards and customer requirements 3.6 Inspect back-mount and outlet layout for compliance to manufacturer's specifications and allow adequate work space for ease of access and avoid overlaying 3.7 Segregate incoming and outgoing cables for ease of access and avoid overlaying
4. Install cables and	4.1 Install cables according to manufacturer's application

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ELEMENT	PERFORMANCE CRITERIA
earth wires	specifications, including tension and bending stress requirements 4.2 Identify and avoid sources of possible damage to cable, including hot pipes, sharp edges, cable burn, kinks, crushing or stretching 4.3 Allow sufficient excess at cable ends to facilitate termination 4.4 Label telecommunication outlet ends of cable uniquely to match identifier at originating location 4.5 Place and secure cable to maintain safety and interference segregation according to legislative and industry standards 4.6 Install cable fasteners with correct tension to prevent cable sheath damage or transmission impairment and trimmed or fitted flush to prevent risk of personal damage 4.7 Install aerial cables supported by catenaries in external environment to meet minimum above ground clearances and clearances from hazardous electrical services according to current Australian Standards 4.8 Install underground cables to minimum depth of cover and segregation from hazardous electrical and other services according to current Australian Standards 4.9 Install cables underground (excluding blown fibre tube systems) to incorporate a blocking agent within the cable to prevent the ingress of water 4.10 Install over-voltage protection devices to all cable pairs, where required, according to current Australian Standards, to suppress voltage surges with the devices protectively earthed 4.11 Conduct a visual inspection to verify telecommunications reference conductor (TRC)/ communications earthing system (CES)/ earth wire insulation is protected against damage and TRC/CES/ protective earths segregated according to relevant industry and legislative standards and current Australian Standards
5. Terminate and test cables and earth wires	5.1 Remove cable sheath to allow for correct termination length and without damage to underlying conductors and their insulation 5.2 Install terminating modules to different telecommunications cables according to manufacturer's specifications and cable pairs neatly and sequentially fanned for termination 5.3 Terminate conductors according to recommended colour code sequence using appropriate termination tools in the manufacturer's specified manner 5.4 Earth cable shield, if applicable, to manufacturer's specifications,

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ELEMENT	PERFORMANCE CRITERIA
	relevant industry codes of practice and current Australian Standards 5.5 Conduct visual inspection to confirm termination colour code sequence has been followed prior to end-to-end testing of wire and pair termination integrity 5.6 Terminate earth wires with connectors recommended by manufacturers according to accepted industry codes of practice and current Australian Standards 5.7 Ensure earth wire continuity throughout and observe interface requirements with electrical systems 5.8 Test earthing installation for continuity, insulation resistance and conductive resistance according to accepted industry standards including current Australian Standards 5.9 Confirm compatibility of alterations with existing systems and test new work both in isolation and when integrated with existing systems 5.10 Test installed cable continuity after termination
6. Inspect cable route to ensure correct separations	6.1 Inspect separations along the entirety of the cable route and rectify separations which do not comply with regulations 6.2 Install barriers to achieve separations where sufficient spatial separation cannot be met
7. Evaluate earthing needs for cable systems on customer premises	7.1 Locate existing earthing systems in customer premises and analyse the earthing needs of cable products 7.2 Calculate the upper and lower limits of resistance for a variety of cable system earths using relevant cable characteristics
8. Label earthing systems	8.1 Identify label requirements for telecommunications earthing systems 8.2 Attach label to earthing systems according to industry regulations
9. Create or update cable plans and records	9.1 Document installation details on record sheets and plans and store according to customer requirements 9.2 Label cable pairs clearly to provide an accurate identification according to manufacturer's, industry and client standards 9.3 Record cabling details in cable pair record books to provide an accurate record according to industry codes of practice and current Australian Standards 9.4 Complete telecommunications cabling advice (TCA) forms

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ELEMENT	PERFORMANCE CRITERIA
10. Monitor work activity	10.1 Supervise cablers not holding appropriate registration for the task to ensure installation and maintenance activity comply with legislative requirements and industry standards for safety and network integrity including current Australian Standards

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	4.1, 5.3,	• Recognises the structures and distinguishing features of a range of familiar text types
Writing	8.2, 9.1, 9.2, 9.3,	• Sequences writing to produce cohesive text and uses layout consistent with text type
Oral Communication	1.4, 10.1	• Demonstrates awareness of choices for register, especially in situations that are familiar
Numeracy	3.2, 4.1, 4.3	• Interprets and comprehends whole and familiar or routine fractions, decimals and percentages when measuring and preparing cables for installation
Navigate the world of work	1.1, 3.1, 3.2, 4.6, 4.7, 6.1, 9.2, 10.1	• Takes personal responsibility for adherence to legal/regulatory responsibilities relevant to own work context, and draws attention to any issues that may affect self or others
Get the work done	1.1, 1.2, 1.3, 2.1, 2.2, 3.1-3.7, 4.1-4.7, 5.1-5.7, 6.1, 6.2, 7.1, 8.1, 8.2,	• Implements actions as per plan, making slight adjustments if necessary, and addressing some unexpected issues • Automatically implements standard procedures for routine decisions in response to familiar problems

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status

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Code and title current version	Code and title previous version	Comments	Equivalence status
ICTCBL237 Install, maintain and modify customer premises communications cabling: ACMA Open Rule	ICTCBL2137B Install, maintain and modify customer premises communications cabling: ACMA Open Rule	Updated to meet Standards for Training Packages Performance criteria clarified	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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Assessment Requirements for ICTCBL237 Install, maintain and modify customer premises communications cabling: ACMA Open Rule

Modification History

Release	Comments
Release 2	This version first released with ICT Information and Communications Technology Training Package version 3.1. New release provides updates to Elements and Performance Criteria.
Release 1	This version first released with ICT Information and Communications Technology Training Package version 2.0.

Performance Evidence

Evidence of the ability to:

- identify the correct telecommunications cable by its colour identifier
- terminate systems at both distributor and outlet locations
- install and terminate one jumperable distributor (campus distributor or building distributor) with a capacity of 100 pair or greater
- terminate one non-jumperable distributor (Local Distributor)
- terminate at least one 50 pair and one 4 pair data cable, including accurate completion of installation records, drawing alterations and compliance forms
- place cables on support structures and building faces for both internal and external locations
- secure cables with appropriate fasteners for the above locations
- demonstrate work practices which avoid cable damage
- install at least one common type of earthing system used in customer premises for cabling systems
- read and interpret drawings related to cable layouts, outlet location, cable coding system, and identifiers and distributor locations
- conduct and interpreting cable test results
- interpret and apply relevant legislation, codes, regulations and standards
- comply with all work, health and safety (WHS) requirements and work practices.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

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Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify Australian Communications and Media Authority's (ACMA) cabling provider rules, cabler registration rules, regulations and standards
- describe the features and operating requirements of recognised cabling specific industry test equipment
- describe the regulatory environment in which cabling can be carried out including:
  - accredited registrars and registration
  - ACMA
  - Certified Components List
  - labelling requirements
- describe the customer cabling environment for which cabling registration may be required for internal, external, above ground or below ground installation
- describe the information required to operate equipment according to a test specification
- identify legislation, codes of practice and other formal agreements that impact on the work activity
- identify and describe the various cable types, their identifiers, termination systems (including jumperable and non-jumperable distributor), separations, support systems and fastening techniques used for telecommunications cabling
- describe important documentation and records required when cabling
- identify the manufacturer requirements for safe operation of equipment
- identify and describe earthing and protection strategies and technologies relevant to different cabling applications
- identify specific WHS requirements relating to the activity and site conditions
- describe test methods and performance requirements
- identify typical issues and challenges that occur on site
- describe devices for a range of telecommunications cabling applications, including, ethernet data systems, audio and video systems, security systems and fire protection systems
- define where integral bearer wires are required according to current Australian Standards
- describe underground cable minimum depth of cover and segregation from hazardous electrical and other services according to current Australian Standards
- describe cable blocking agents within used to prevent the ingress of water underground (excluding blown fibre tube systems)
- describe the feature of cables designed for underground use that may be laid in conduit trenches or direct buried
- describe the responsibilities and process for supervising communications installation works.

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Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances should be typical of those experienced in the telecommunications – cabling field of work and include access to:

- a site on which communications cabling activities may be carried out
- a jumperable distributor (campus distributor or building distributor) with a capacity of 100 pair or greater
- a patched distributor
- a 50 pair and 4 pair data system
- use of cabling and field equipment currently used in industry
- relevant regulatory and site related documentation.

Note: All client cabling work in the telecommunications, fire, security and data industries must be performed by a registered cabler. All cablers are required to register with an Australian Communications and Media (ACMA) accredited registrar. Assessment by a Telecommunications Industry Training Advisory Board (TITAB) registered assessor is recommended for this unit.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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ICTCBL301 Install, terminate and certify structured cabling installation

Modification History

Release	Comments
Release 2	This version released with ICT Information and Communications Technology Training Package Version 5.0.
Release 1	This version released with ICT Information and Communications Technology Training Package Version 2.0.

Application

This unit describes the skills and knowledge required to place, secure and terminate structured cabling for indoor and outdoor installations and to certify the installation within a domestic, commercial or industrial client's premises.

It applies to technical staff who install, terminate and certify structured cabling installations for communications applications including digital and analog, telephony, data, video, digital broadcasting, computer networks, local area networks (LAN), wide area networks (WAN) and multimedia.

All client cabling work in the telecommunications, fire, security and data industries must be performed by a registered cabler. All cablers are required to register with an Australian Communications and Media (ACMA) accredited registrar.

The ACMA Pathways for Cabler Registration of Specialist Competency ICTCBL301 requires completion of ICTCBL247 and a WHS/OHS unit.

Unit Sector

Telecommunications – cabling

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Prepare for	1.1 Confirm client requirements and ensure compliance with relevant

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ELEMENT	PERFORMANCE CRITERIA
installation of structured cabling	legislation, codes, regulations and standards 1.2 Arrange access to site according to required procedure 1.3 Inform appropriate personnel of identified safety hazards on worksite 1.4 Organise tools and cabling products equipment for given work 1.5 Erect barriers according to safety requirements 1.6 Select cable type and match structured cabling to installation environment and client requirements 1.7 Verify proposed route to meet manufacturer’s specifications and industry standards
2. Install structured cable	2.1 Place and secure correct type of cable following work health and safety (WHS) and environmental requirements, and according to accepted industry practice and standards 2.2 Maintain cable and services separations in runs and cross overs to meet manufacturer and industry standards 2.3 Install structured cabling to industry standards 2.4 Minimise twist ratio defects to avoid accumulation effect on structured cable performance 2.5 Fit over-voltage protection devices to all cables and metallic components where required
3. Terminate structured cable	3.1 Terminate cable according to accepted industry practice and standards 3.2 Maintain correct twist ratio to optimise system performance at rated level 3.3 Use correctly rated termination hardware with appropriate termination tool to ensure integrity and performance of termination 3.4 Earth cable shield to manufacturer’s specifications and relevant industry standards if applicable
4. Certify system performance to required level and complete documentation for client	4.1 Test installation and termination to comply with certification requirements 4.2 Record and verify system performance promptly where required 4.3 Authorise and issue appropriate documentation to client to certify system performance and complete records where required 4.4 Reinstate site to client's satisfaction and dispose of waste in environmentally safe manner 4.5 Notify client and obtain sign off

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Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	• Integrates new ideas and information with existing understanding • Recognises the structures and distinguishing features of a range of familiar text types
Writing	• Sequences writing to produce cohesive text
Oral Communication	• Uses clear language and concepts, and tone and pace appropriate for the audience and purpose
Numeracy	• Interprets and comprehends whole numbers and familiar or routine fractions, decimals and percentages
Navigate the world of work	• Takes personal responsibility for adherence to legal and regulatory responsibilities relevant to own work context, and draws attention to any issues that may affect self or others
Interact with others	• Recognises the purpose of various communications directly relevant to own role
Get the work done	• Implements actions as per plan, making slight adjustments if necessary, and addressing some unexpected issues • Automatically implements standard procedures for routine decisions in response to familiar problems • Understands when to take responsibility and when to notify others

Range of Conditions

This section specifies different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Over-voltage protection devices requirements ***must***	• ACMA standards • enterprise or local environmental hazard

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comply with:	• manufacturer's specifications.

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
ICTCBL301 Install, terminate and certify structured cabling installation	ICTCBL301 Install, terminate and certify structured cabling installation	Updates to application, performance evidence, and range of conditions. Updated template to apply consistent format between units.	Equivalent unit

Links

Companion Volume Implementation Guides are available from VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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Assessment Requirements for ICTCBL301 Install, terminate and certify structured cabling installation

Modification History

Release	Comments
Release 2	This version released with ICT Information and Communications Technology Training Package Version 5.0.
Release 1	This version released with ICT Information and Communications Technology Training Package Version 2.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- install, terminate and certify a structured cabling installation to industry standards, applying related work health and safety (WHS) requirements and work practices
- install and test the following UTP (Cat 6, Cat 6A & Cat 7) and FTP (Cat 6 2x2)
- install termination hardware
- conduct a termination test and interpret the results
- verify compliance with manufacturer’s installation specifications and warranties
- provide a report certifying the installation and test results to the client.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- Australian Communications and Media Authority (ACMA) competency requirements for Telecommunications Cabling Provider Rules
- legislation, codes of practice and other formal agreements that impact on the work activity
- application of industry standards on cable bending, anchors, tension, twist and labelling
- tools and equipment commonly used in cable installations and testing
- features and operating requirements of test equipment

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- types and structure of cable and termination hardware used in communications installations
- information required to operate equipment according to a test specification
- identify the manufacturer's requirements for safe operation of equipment
- identify specific WHS hazards and requirements relating to the activity and site conditions
- test methods and performance requirements
- different types of records and documentation that may be required for certification and reporting
- typical issues and challenges that occur on site.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- sites where installation, termination and certification of structured cabling may be conducted
- testing equipment currently used in industry
- relevant regulatory and equipment documentation that impacts on installation.

Note: All client cabling work in the telecommunications, fire, security and data industries must be performed by a registered cabler. All cablers are required to register with an Australian Communications and Media (ACMA) accredited registrar. Assessment by a Telecommunications Industry Training Advisory Board (TITAB) registered assessor is recommended for this unit.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guides are available from VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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ICTDBS502 Design a database

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to establish client needs and technical requirements and to design a database that meets those requirements.

It applies to individuals employed as database administrators and designers who are required to design databases.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Database

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Determine database requirements	1.1 Meet with the client, and conduct a user-needs analysis, to determine database functionality 1.2 Analyse the results of a user-needs analysis to identify technical requirements 1.3 Develop a conceptual model of the database 1.4 Submit the conceptual model to the client for review 1.5 Evaluate client feedback and make changes as required

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ELEMENT	PERFORMANCE CRITERIA
2. Develop a logical data model	2.1 Identify the attributes and determine the data types 2.2 Undertake the normalisation of attributes 2.3 Develop an entity-relationship (ER) diagram in order to clarify the cardinality of relationships 2.4 Document attributes, normalised data, and the ER diagram 2.5 Forward documentation to the client for confirmation
3. Design the data structures	3.1 Confirm primary and foreign keys for tables 3.2 Review client business rules 3.3 Identify the referential integrity constraints 3.4 Establish database management system constraints and incorporate into database design 3.5 Develop the validation rules for data 3.6 Design indexes and develop the data dictionary 3.7 Document the database design
4. Design queries, screens and reports	4.1 Design the user interface for database, including menus, input screens and outputs 4.2 Design queries, based on requirements 4.3 Design output reports, based on requirements 4.4 Compare the physical design with the conceptual model, or user-needs analysis 4.5 Incorporate changes as required
5. Design access and security systems	5.1 Review the business security plan as a basis for commencing the access and security design 5.2 Design the password and access system for the database 5.3 Identify multiple-user requirements 5.4 Develop client access profiles using the client business model
6. Confirm the database design	6.1 Identify the database backup and recovery requirements 6.2 Develop and document the database backup and restore procedures 6.3 Submit the database, and documentation, to the client for final approval

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Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.2, 1.5, 2.1, 3.2, 3.3, 4.4, 5.1, 6.1	• Interprets textual information obtained from a range of sources and determines how content may be applied to requirements
Writing	1.3, 2.3, 2.4, 3.7, 6.2, 6.3	• Develops content in a manner that supports the purposes and format of the requirements using appropriate structure, layout and specialised technical and programming language
Oral Communication	1.1, 1.4, 1.5, 2.5, 3.2, 5.1, 6.3	• Uses listening, questioning and summarising techniques to identify needs, and uses specific and clear language when engaging with others
Numeracy	3.4, 4.1, 4.3, 4.4	• Makes measurements and performs calculations for work layout, determine field lengths and table size and estimate database size
Get the work done	All	• Uses a combination of formal, logical planning processes and an increasingly intuitive understanding of context to identify relevant information and risks, identify and evaluate alternative strategies and resources • Uses systematic, analytical processes in complex, non-routine situations, setting goals, gathering relevant information, and identifying and evaluating options against the agreed criteria • Understands the key principles and concepts underpinning the design, and operation, of digital systems and tools

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTDBS502 Design a database	ICADBS502A Design a database	Updated to meet Standards for Training Packages.	Equivalent unit

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Code and title current version	Code and title previous version	Comments	Equivalence status
		Minor edits to clarify intent of the performance criteria	

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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Assessment Requirements for ICTDBS502 Design a database

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- identify and confirm client requirements for a database application
- design database elements including:
  - structure
  - indexes
  - queries
  - screens
  - reports
- design secure access to the database
- confirm final database design with the client.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain the process of data analysis, particularly in determining data types and data structures, query and report design
- describe the data modelling related to developing the conceptual data model
- explain how data redundancy is identified
- describe database management system (DBMS) fundamentals, particularly during the design phase
- explain encryption and authentication as these apply to database security features
- outline the functions and features of data types, and data structures
- describe the functions, and features, of databases
- describe logical design concepts, particularly those related to designing data structures, queries screens and reports

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- outline the object model design concepts, particularly those related to designing data structures, queries, screens and reports
- explain the term ‘scalability’ as it applies to databases.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the database field of work, and include access to:

- equipment and materials
- current industry accepted database software
- network or other system for remote or multi-user access
- business requirements
- computer-aided software engineering (CASE) or diagramming software.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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ICTICT101 Operate a personal computer

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to operate a personal computer (PC) in a home or small office environment, including accessing files with application programs, sending and retrieving emails, using the internet, using peripheral devices and applying basic security procedures and power management settings.

It applies to individuals who require entry level information and communications technology (ICT) knowledge and literacy skills to perform a range of simple operation tasks.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

General ICT

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Prepare to use the personal computer	1.1 Identify physical components and associated peripheral devices of the personal computer to become familiar with the available network 1.2 Check physical connectivity of devices to ensure correct operation and performance 1.3 Boot up and follow procedures to activate the computer

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ELEMENT	PERFORMANCE CRITERIA
2. Manage computer configurations	2.1 Alter the computer settings to best suit the user 2.2 Configure power management settings to minimise power consumption as an environmentally sustainable measure 2.3 Identify operating system and the application programs loaded on the computer to determine computer capability 2.4 Conduct basic software installation and removal to improve computer capability 2.5 Navigate and manipulate desktop environment to create and customise desktop icons and access application programs
3. Access and use basic application programs	3.1 Open a folder with file documents containing basic office applications, make minor changes and save in a different folder 3.2 Send and retrieve a simple email message using the desktop icon to communicate with other parties 3.3 Access the internet using the web browser to view and conduct basic web information search 3.4 Use firewall and antivirus and malware scans to reduce security risks and threats in the system
4. Access and use basic peripheral devices	4.1 Access external storage devices to retrieve, copy, move and save information in different media and locations 4.2 Use printer settings on an installed printer to print a document 4.3 Access audio-visual (AV) devices to view and play a multimedia file
5. Shut down computer	5.1 Back up important documents and programs to minimise risk of data loss 5.2 Save any work to be retained and close open application programs 5.3 Shut down computer and switch off any unused peripheral devices

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

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Skill	Performance Criteria	Description
Reading	1.3, 2.1-2.5, 3.2, 3.3	• Recognises textual information to determine and complete technical functions
Writing	3.1- 3.3, 4.1	• Enters information using familiar text types in a format appropriate to environment
Get the work done	1.1-1.3, 2.1-2.5, 3.1-3.4, 4.1-4.3, 5.1-5.3	• Plans routine tasks with familiar goals and outcomes, taking some limited responsibility for decisions regarding sequencing • Understands the purpose and specific functions of common digital tools used in work contexts • Implements basic security requirements related to own tasks • Recognises and responds to predictable routine problems related to role in the immediate work context

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT101 Operate a personal computer	ICAICT101A Operate a personal computer	Updated to meet Standards for Training Packages. Minor edits to clarify intent of performance criteria	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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Assessment Requirements for ICTICT101 Operate a personal computer

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- use hardware and software
- navigate around the desktop, using features to perform tasks
- save results of work.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify basic parts of a computer and various hardware components
- explain commonly used software operation and application packages
- name basic security functions and computer functions
- list a range of peripheral devices that can be used with a personal computer
- describe common computer storage devices.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the general information and communications technology (ICT) industry, and include access to:

- appropriate learning and assessment support when required
- personal computer, including printer, mouse, keyboard and monitor
- use of basic software currently used in industry.

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Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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ICTICT102 Operate word-processing applications

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to operate word- processing applications and perform basic operations, including creating and formatting documents, creating tables and printing labels.

It applies to individuals in the workplace using fundamental knowledge of word-processing under direct supervision or with limited responsibility.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

General ICT

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Apply workplace health and safety (WHS) practices	1.1 Use workplace ergonomic work practices and strategies 1.2 Organise work area to ensure an ergonomic work environment
2. Create documents	2.1 Open word-processing application, create document and add data according to information requirements 2.2 Use document templates as required

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ELEMENT	PERFORMANCE CRITERIA
	2.3 Use simple formatting tools when creating the document 2.4 Save document to directory
3. Customise basic settings to meet page layout conventions	3.1 Adjust page layout to meet information requirements 3.2 Open and view different toolbars 3.3 Change font format to suit document purpose 3.4 Change alignment and line spacing according to document information requirements 3.5 Modify margins to suit the document purpose 3.6 Open and switch between several documents
4. Format documents	4.1 Use formatting features and styles as required 4.2 Highlight and copy text from another area in the document or from another active document 4.3 Insert headers and footers to incorporate necessary data 4.4 Save document in another file format 4.5 Save and close document to a storage device
5. Create tables	5.1 Insert standard table into document 5.2 Change cells to meet information requirements 5.3 Insert and delete columns and rows as necessary 5.4 Use formatting tools according to style requirements
6. Add images	6.1 Insert appropriate images into document and customise as necessary 6.2 Position and resize images to meet document formatting needs
7. Print documents	7.1 Preview document in print preview mode 7.2 Select basic print settings 7.3 Print document or part of document from printer

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

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Skill	Performance Criteria	Description
Reading	2.1, 3.1, 3.4, 7.1	• Interprets specific information to determine and complete work required
Writing	2.1, 4.3	• Prepares simple correspondence that incorporates key information in a format and style relevant to requirements
Navigate the world of work	1.1	• Takes some personal responsibility for adherence to regulatory requirements
Get the work done	1.2, 2.1, 3.1-3.6, 4.1-4.5, 5.1-5.4, 6.1, 6.2, 7.2, 7.3	• Plans routine tasks with familiar goals and outcomes, taking some limited responsibility for decisions regarding sequencing • Understands the purpose and specific functions of common digital tools used in work contexts • Recognises and responds to common operational problems when using word-processing applications

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT102 Operate word-processing applications	ICAICT102A Operate word-processing applications	Updated to meet Standards for Training Packages. Minor edits to clarify intent of performance criteria.	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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Assessment Requirements for ICTICT102 Operate word-processing applications

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- follow organisational ergonomic work health and safety (WHS) requirements and practices
- create, open and retrieve documents using customised basic settings
- format documents by creating tables and adding text, objects and images
- save and prints documents.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe formatting styles and their effect on formatting, readability and appearance of documents
- identify organisational requirements for ergonomics, including work periods and breaks
- select organisational style guide to use
- outline purpose, use and function of word-processing software.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the general information and communications technology (ICT) industry, and include access to:

- a personal computer and printer
- word-processing software currently used in industry

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- documents detailing organisational style guide or policy and work health and safety (WHS) requirements
- data suitable for use with word-processing packages.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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ICTICT105 Operate spreadsheet applications

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to use spreadsheet applications, including creating spreadsheets, formatting data, incorporating charts and objects, and printing spreadsheets.

It applies to individuals who perform a range of routine tasks in the workplace using a fundamental knowledge of spreadsheets under direct supervision or with limited responsibility.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

General ICT

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Create spreadsheets	1.1 Open the spreadsheet application, create spreadsheet files and enter numbers, text and symbols into cells according to information requirements 1.2 Enter simple formulas and functions using cell referencing when required 1.3 Correct formulas when error messages occur 1.4 Use a range of common tools during spreadsheet

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ELEMENT	PERFORMANCE CRITERIA
	development 1.5 Edit columns and rows within the spreadsheet 1.6 Use the auto-fill function to increment data where required 1.7 Save the spreadsheet to a folder on a storage device
2. Customise basic settings	2.1 Adjust page layout to meet user requirements or special needs 2.2 Open and view different toolbars 2.3 Change font settings so they are appropriate for the document purpose 2.4 Change alignment options and line spacing according to spreadsheet formatting features 2.5 Format cell to display different styles as required 2.6 Modify margin sizes to suit the purpose of the spreadsheets 2.7 View multiple spreadsheets concurrently
3. Format spreadsheet	3.1 Use formatting features as required 3.2 Copy selected formatting features from another cell in the spreadsheet or from another active spreadsheet 3.3 Use formatting tools as required within the spreadsheet 3.4 Align information in a selected cell as required 3.5 Insert headers and footers using formatting features 3.6 Save spreadsheet as another file type 3.7 Save to storage device and close spreadsheet
4. Incorporate object and chart in spreadsheet	4.1 Import an object into an active spreadsheet 4.2 Manipulate imported object by using formatting features 4.3 Create a chart using selected data in the spreadsheet 4.4 Display selected data in a different chart 4.5 Modify chart using formatting features
5. Print spreadsheet	5.1 Preview spreadsheet in print preview mode 5.2 Select basic printer options 5.3 Print spreadsheet or selected part of spreadsheet 5.4 Submit the spreadsheet to appropriate person for approval or feedback

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Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 2.1	• Interprets and comprehends symbolic, textual and numerical information and data • Identifies data specifically needed for the spreadsheet from information received
Writing	1.1, 1.2, 1.5, 3.5, 4.5	• Enters both written and verbally received information and data into a format suitable for spreadsheet analysis • Selects vocabulary, terminology and naming conventions suitable for the spreadsheet
Oral Communication	1.1, 2.1, 5.4	• Uses simple and relevant language with listening and questioning skills to confirm user requirements and elicit feedback
Numeracy	1.2, 4.3, 4.4	• Adds, subtracts, multiplies and divides whole numbers and decimals, identifying and selecting the correct formulas and functions to use • Applies the order of operations in calculations • Identifies and comprehends the specific numeric data needed to create charts
Interact with others	5.4	• Begins to use some routine forms of written communication relevant to immediate work role, with a limited awareness of requirements and expectations
Get the work done	1.1-1.7, 2.1-2.7, 3.1-3.7, 4.1-4.5, 5.1-5.3	• Plans routine tasks with familiar goals and outcomes, taking limited responsibility for decisions regarding sequencing • Understands the purpose and specific functions of common digital tools used in work contexts • Takes responsibility for routine low-impact decisions within familiar situations

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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT105 Operate spreadsheet applications	ICAICT105A Operate spreadsheet applications	Updated to meet Standards for Training Packages. Minor edits to clarify intent of performance criteria.	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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Assessment Requirements for ICTICT105 Operate spreadsheet applications

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- create spreadsheets
- customise basic settings
- format spreadsheets
- create basic formulas
- insert objects and charts in spreadsheets
- save and print spreadsheets.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- list basic technical terminology related to reading help files and prompts
- explain the effect of formatting and appearance on the readability and usability of spreadsheets
- outline log-in procedures relating to accessing a personal computer (PC)
- describe the purpose, use and function of spreadsheet applications.

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Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the general information and communications technology (ICT) industry, and include access to:

- a personal computer (PC) and printer
- spreadsheet software currently used in industry
- documents detailing organisational style guide and policy
- documents or information containing data suitable for creating spreadsheets.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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ICTICT203 Operate application software packages

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to identify, select and operate three commercial software packages, including a word-processing and a spreadsheet application package.

It applies to individuals who utilise different software applications within a small to large office environment to produce diverse documents.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

General ICT

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Use appropriate workplace health and safety (WHS) office work practices	1.1 Use safe work practices to ensure ergonomic, work organisation, energy and resource conservation requirements are addressed 1.2 Use wrist rests and document holders where appropriate 1.3 Use monitor anti-glare and radiation reduction screens where appropriate
2. Use appropriate	2.1 Select word-processing software appropriate to perform

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ELEMENT	PERFORMANCE CRITERIA
word-processing software	activity 2.2 Identify document purpose, audience and presentation requirements, and clarify with personnel as required 2.3 Identify organisational requirements for text-based business documents, and design document structure and layout to ensure consistency of style and image 2.4 Match document requirements with software functions to provide efficient production of documents 2.5 Use technical functions, other data and formatting to finalise documents 2.6 Ensure the naming and storing of documents in appropriate directories or folders and the printing of documents to the required specifications
3. Use appropriate spreadsheet software	3.1 Select spreadsheet software appropriate to perform activity 3.2 Identify document purpose, audience and presentation requirements, and clarify with personnel as required 3.3 Enter simple formulas and functions using cell referencing where required 3.4 Customise spreadsheet settings to meet requirements 3.5 Ensure the naming and storing of documents in appropriate directories or folders and the printing of documents to the required specifications
4. Use a third application software package	4.1 Select software application package appropriate to perform activity 4.2 Identify purpose, audience and presentation requirements, and clarify with personnel as required 4.3 Use technical functions, other data and formatting to finalise documents 4.4 Ensure documents are named and stored in appropriate directories or folders and printed to required specifications

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

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Skill	Performance Criteria	Description
Reading	2.2-2.5, 3.2-3.4, 4.2, 4.3	• Recognises and interprets textual information to determine organisational standards and job requirements • Interprets and comprehends symbols, icons and text associated with applications software
Writing	2.3-2.6, 3.3- 3.5, 4.3, 4.4	• Enters both written and verbally received information and data into a format suitable for the software application • Selects vocabulary, syntax, terminology, labelling and naming conventions suitable for the program
Oral Communication	2.2, 2.3, 3.2, 4.2	• Uses simple, relevant language, effective questioning, and active listening techniques to clarify work requirements
Numeracy	3.2-3.4	• Adds, subtracts, multiplies and divides whole numbers and decimals, identifying and selecting the correct formulas and functions to use • Applies the order of operations in calculations
Navigate the world of work	1.1	• Takes some personal responsibility for adherence to legal and regulatory requirements
Get the work done	1.2, 1.3, 2.1-2.6, 3.1-3.5, 4.1-4.4	• Follows routine procedures for using digital technology to enter, store and retrieve information directly relevant to role • Understands purposes, specific functions and key features of common digital systems and tools, and operates them effectively to complete routine tasks, adapting some functions to improve personal efficiency • Plans routine tasks with familiar goals and outcomes, taking some limited responsibility for decisions regarding sequencing

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT203 Operate application software packages	ICAICT203A Operate application software packages	Updated to meet Standards for Training Packages	Equivalent unit

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Links

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Assessment Requirements for ICTICT203 Operate application software packages

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- produce workplace documents using a minimum of three different software application packages
- open, amend and save files and documents according to organisational requirements
- apply workplace health and safety (WHS) principles and responsibilities for ergonomics, such as work periods and breaks
- use help manuals and online help.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify application software packages used by the organisation and list the purpose of each
- explain basic technical terminology related to reading help files and responding to system help prompts
- outline current business practices related to using software to prepare reports
- list features and functions of commercial computing packages
- describe import and export software functions
- describe the process of linking documents
- outline WHS principles and responsibilities for ergonomics, such as work periods and breaks
- explain the purpose of input and output devices.

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Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the general information and communications technology (ICT) industry, and include access to:

- a personal computer (PC) and printer
- software currently used in industry
- documents detailing organisational style guide and policy
- documents or information containing data suitable for developing software application documents.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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ICTICT210 Operate database applications

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to operate database applications and create and develop simple relational databases using pre-existing data.

It applies to individuals who provide administrative support working under direct supervision or with limited responsibility within a wide range of industry occupations.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

General ICT

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Create database	1.1 Open a database application and design a two-table, simple relational database incorporating basic design principles 1.2 Develop a table with fields and attributes according to database usage, as well as user requirements 1.3 Create a primary key and establish an index for each table 1.4 Modify table layout and field attributes as required 1.5 Create a relationship between the two tables 1.6 Add and modify data in a table according to information

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ELEMENT	PERFORMANCE CRITERIA
	requirements 1.7 Add and delete records as required 1.8 Save and close down database to storage area
2. Customise basic settings	2.1 Adjust page layout to meet user requirements 2.2 Open and view different toolbars 2.3 Format font as appropriate for the purpose of the database entries
3. Create reports	3.1 Design reports to present data in a logical sequence 3.2 Modify reports to include or exclude additional requirements 3.3 Distribute reports to appropriate person in a suitable format
4. Create forms	4.1 Use a wizard to create a simple form 4.2 Open existing database and modify records through a simple form 4.3 Rearrange objects within the form to accommodate information requirements
5. Retrieve information	5.1 Access existing database and locate required records 5.2 Create simple query and retrieve required information 5.3 Develop query with multiple criteria and retrieve required information 5.4 Select data and display appropriately

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 5.1	• Identifies and analyses a wide range of hard copy and on-line forms, reports and other end-user documentation to identify end-user needs and data
Writing	1.2, 3.1, 3.2, 4.1, 4.3, 5.2, 5.3	• Uses database related terminology and protocols when designing tables, queries, reports and forms

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		• Uses clear plain English appropriate for end-users when labelling fields within reports and forms
Oral Communication	1.2, 3.3	• Uses simple, relevant language, effective questioning, and active listening techniques to clarify user requirements, confirm understanding and when liaising with the appropriate person
Numeracy	5.3	• Identifies and comprehends the specific numeric data needed, and uses logical functions, mathematical symbols and applies the order of operations in calculations when developing queries
Interact with others	3.3	• Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role
Get the work done	1.1-1.8, 2.1-2.3, 3.1,3.2, 4.1-4.3, 5.1-5.4	• Plans a range of routine tasks and aims to achieve them efficiently • Takes responsibility for routine, low-impact decisions within familiar situations • Begins to identify and implement standard solutions for a number of routine problems • Understands the purpose and specific functions of common digital tools used in work contexts • Follows routine procedures for using digital technology to enter, store and retrieve information directly relevant to role

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
ICTICT210 Operate database applications	ICAICT210A Operate database applications	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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Assessment Requirements for ICTICT210 Operate database applications

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- design and develop a simple database using a standard database package
- add data
- create and use a query with multiple criteria
- create and modify reports and forms.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline basic database design principles
- discuss the purposes of forms, reports and queries for retrieving and displaying information
- outline the reasons for relationships between tables (cardinality)
- describe the purpose, use and function of database software.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the general information and communications technology (ICT) industry and include access to:

- a PC and printer
- database software currently used in industry
- documents detailing organisational style guide and policy

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- documents or information containing data suitable for creating a database.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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ICTICT211 Identify and use basic current industry specific technologies

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to engage in basic ongoing review and research of industry specific technologies in order to identify and apply these technologies or techniques to improve aspects of an organisation's activities.

It applies to individuals who work under minimal supervision and are responsible for ensuring that the quality of the business process is maintained at the highest level possible, through the appropriate application of industry specific technologies.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

General ICT

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Prepare to use basic industry specific technologies	1.1 Identify technologies specific to an industry sector 1.2 Acquire and use the industry specific technologies 1.3 Identify, classify and use industry specific technologies for the benefit of the organisation
2. Use basic industry	2.1 Conduct testing of industry specific technologies

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ELEMENT	PERFORMANCE CRITERIA
specific technologies to assist in solving organisational problems	2.2 Use features and functions of industry specific technologies within an organisational context 2.3 Demonstrate depth of knowledge of enabling technologies to an accepted industry standard 2.4 Access and use sources of information relating to the industry specific technologies
3. Evaluate performance of basic industry specific technology	3.1 Evaluate industry specific technologies for performance, usability and benefit to the organisation 3.2 Determine environmental considerations involved when using the technology 3.3 Seek feedback from users where appropriate

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Learning	1.1-1.3, 2.3, 2.4	• Investigates, evaluates and applies information from a range of complex and technical texts to expand own knowledge and identify industry specific technologies that will benefit the organisation
Reading	1.1, 1.3, 2.1, 2.4, 3.2, 3.3	• Identifies and interprets technical online and hard copy documentation containing complex terminology and diagrams to identify industry specific technologies that will benefit the organisation, and to determine environmental considerations
Oral Communication	1.1-1.3, 2.4, 3.1-3.3	• Elicits information and feedback by using effective listening and questioning techniques to identify and evaluate industry specific technologies • Uses clear, easy-to-understand language, and translates industry specific terminology into plain English where necessary
Navigate the world of work	2.3, 3.2	• Recognises organisational expectations and follows explicit protocols and procedures
Get the work done	1.1-.3, 2.1-2.4, 3.1	• Determines priorities and sequences the steps involved in clearly defined familiar tasks, and

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		identifies and assembles the resources required • Demonstrates the purposes, specific functions and key features of common digital systems and tools, and operates them effectively to complete routine tasks

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
ICTICT211 Identify and use basic current industry specific technologies	ICAICT211A Identify and use basic current industry specific technologies	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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Assessment Requirements for ICTICT211 Identify and use basic current industry specific technologies

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- identify basic new and emerging industry specific technologies and techniques
- use basic features and functions of identified industry specific technologies to an industry standard.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline current technology trends and directions in information and communications technology (ICT), and specifically of the major industry technology standards used in the specified area
- outline vendor product directions
- describe current industry hardware and software products, with broad knowledge of general features and capabilities, and their application
- outline information gathering techniques.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the general ICT industry, and include access to:

- a site where industry specific technologies may be used
- industry specific technologies currently used in industry
- documents detailing work health and safety (WHS) standards, environmental guidelines and organisational requirements.

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Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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ICTICT302 Install and optimise operating system software

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit defines the skills and knowledge required to install, configure and optimise operating system (OS) software to meet business and client needs.

It applies to individuals who may work under supervision and support others using well developed skills in creating solutions through analysis and evaluation of information.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

General ICT

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Determine function of operating system	1.1 Identify and demonstrate understanding of the purposes of operating system 1.2 Distinguish between batch system, real-time system and multi-tasking system 1.3 Compare and contrast different operating systems and their features 1.4 Identify and demonstrate knowledge of the basic functions of operating system, including file system, memory

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ELEMENT	PERFORMANCE CRITERIA
	management, process scheduling 1.5 Identify and demonstrate management of virtual memory
2. Obtain operating system	2.1 Contact operating system vendors to obtain technical specifications and system requirements 2.2 Identify process and steps required to install and configure the operating system using installation components 2.3 Document adjustment recommendations and provide to appropriate person 2.4 Determine and apply knowledge of licensing, hardware and security requirements
3. Install, configure and optimise operating system	3.1 Install, configure and test operating system using installation components and boot-utility options 3.2 Use the relevant operating system user interface to correctly configure the installation 3.3 Optimise the system to meet organisational requirements 3.4 Document the system according to organisational requirements 3.5 Install the operating system with minimal disruption to client or users
4. Provide instruction to meet new software requirements	4.1 Provide one-to-one instruction about changes to the client or users as required 4.2 Obtain client evaluation about new system to ensure requirements are met, using appropriate feedback mechanism

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.3-1.5, 2.1, 2.2, 2.4, 3.1, 3.2, 4.2	• Identifies, analyses and evaluates a range of on-line and hard-copy text containing complex, OS specific terminology, and applies the information to the selection, installation, configuration and optimisation of operating systems

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		• Interprets and comprehends a large range of syntax, diagrams, icons, symbols, text, numbers and letters necessary to install and configure operating systems
Writing	2.3, 3.4	• Uses the correct spelling and grammar, clear plain English and systems related text to document recommendations and processes, and develop feedback tools
Oral Communication	2.1, 3.5, 4.1, 4.2	• Elicits and evaluates information using OS related terminology and effective listening and questioning techniques • Uses simple and relevant language to liaise with clients, present information and obtain feedback
Navigate the world of work	2.4	• Takes some personal responsibility for adherence to legal and regulatory requirements, and seeks clarification when required
Get the work done	1.1-1.5, 2.1, 2.2, 3.1-3.3, 3.5	• Takes responsibility for planning and organising own workload, identifying ways of sequencing and combining elements for greater efficiency and considering how to link with the work of others • Understands the purposes, specific functions and key features of common digital systems and tools, and operates them effectively to complete routine tasks

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
ICTICT302 Install and optimise operating system software	ICAICT302 Install and optimise operating system software	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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Assessment Requirements for ICTICT302 Install and optimise operating system software

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- install, configure and test an operating system to improve system performance with minimum disruption to clients.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- compare current industry accepted hardware and software products
- outline functions and features of operating systems used by the organisation
- explain the installation and configuration of systems software
- explain the architecture of current technical systems
- outline the deployment of current organisational systems
- list organisational requirements for operating system (OS) software
- explain prerequisites for system software installation
- outline set-up and configuration procedures
- list software packages supported by the organisation
- describe system’s current functionality
- list system’s diagnostic software
- outline vendor specifications and requirements for installation.

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Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the general information and communications technology (ICT) industry, and include access to:

- a personal computer where installation may be performed
- OS software and technical documentation
- organisational documentation.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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ICTICT307 Customise packaged software applications for clients

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to analyse, design, implement and review the customisation of packaged software applications, using simple programming constructs.

It applies to individuals who have achieved a degree of autonomy as information and communications technology (ICT) users and support personnel for software application activities in the workplace.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

General ICT

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Analyse customisation requirements	1.1 Determine and document client requirements in a requirement specifications file in line with organisational requirements and security requirements 1.2 Confirm that projected specifications meet client requirements 1.3 Determine level of documentation necessary to meet client requirements

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ELEMENT	PERFORMANCE CRITERIA
2. Develop customisation	2.1 Design software applications, taking into account system limitations and client needs 2.2 Customise software applications using simple programming constructs, conforming to organisational requirements 2.3 Obtain feedback from the client following client testing of the customised software applications 2.4 Make further changes to software applications to meet client requirements 2.5 Document the changes
3. Provide support for customised application	3.1 Produce documentation for client 3.2 Produce help desk documentation for ongoing support 3.3 Obtain clients' evaluation and feedback to ensure that their requirements have been met

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.3, 2.2, 3.3	• Identifies and interprets a variety of hard copy and online technical information to identify organisational requirements and clarify client requirements
Writing	1.1, 1.3, 2.1, 2.2, 2.4, 2.5, 3.1, 3.2	• Uses correct spelling and grammar, plain English and specific terminology to produce documents to organisational guidelines as required by the job role • Uses the appropriate programming syntax and conventions to perform job role
Oral Communication	1.1-1.3, 2.3, 3.3	• Elicits and evaluates information using effective listening and questioning techniques • Uses simple and relevant language to confirm understanding of requirements, liaise with the client and obtain feedback
Get the work	1.1, 1.3, 2.1-2.4	• Takes responsibility for planning and organising own workload, identifying ways of sequencing and

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done		combining elements for efficiency • Understands the purposes, specific functions and key features of common digital systems and tools • Tests and operates common digital tools and systems to effectively complete routine tasks • Takes responsibility for the outcomes of routine decisions related directly to own role

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
ICTICT307 Customise packaged software applications for clients	ICAICT307A Customise packaged software applications for clients	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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Assessment Requirements for ICTICT307 Customise packaged software applications for clients

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- interpret and document client requirements to customise software applications
- design software applications
- analyse, implement and review customised software applications
- produce documentation for the client
- obtain feedback from client to ensure requirements have been met.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline the general features and capabilities of current industry accepted hardware and software products
- discuss functions and features of software applications suitable for client
- discuss functions and features of the operating system (OS)
- identify information and communications technology (ICT) structure and system infrastructure
- describe organisational policy and procedures relating to customising software
- identify organisational security procedures.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the general ICT industry, and include access to:

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- a site where software applications may be customised
- use of customisable software applications currently used in industry
- client requirements documentation
- organisational requirements.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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ICTICT308 Use advanced features of computer applications

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to use computer applications employing advanced features. It involves manipulating data and accessing support resources to solve routine problems.

It applies to individuals who have achieved a degree of autonomy as advanced information and communications technology (ICT) users, and support information technology activities in software applications.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

General ICT

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Manipulate data	1.1 Employ advanced features of applications in the preparation and presentation of data 1.2 Transfer data between applications, linking and embedding related data files as required 1.3 Create and employ objects, macros and templates for routine activities

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ELEMENT	PERFORMANCE CRITERIA
	1.4 Use shortcuts and features to increase personal productivity
2. Access and use support resources	2.1 Solve routine problems using support resources 2.2 Use online help to overcome difficulties with applications 2.3 Solve problems with manuals and training booklets 2.4 Access and apply technical support for system problems, using troubleshooting results and alert messages

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	2.1-2.4	• Identifies and interprets a variety of hard copy, online and software generated technical information containing software specific language, syntax and code to apply features and functions of applications to their fullest extent and to solve problems
Oral Communication	2.1, 2.4	• Discusses and resolves problems using technical terms and language, and effective listening and questioning techniques
Get the work done	1.1-1.4, 2.1-2.4	• Understands key principles and concepts underpinning the design and operation of digital systems and tools, and applies these when troubleshooting existing technology

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT308 Use advanced features of computer applications	ICAICT308A Use advanced features of computer applications	Updated to meet Standards for Training Packages	Equivalent unit

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Assessment Requirements for ICTICT308 Use advanced features of computer applications

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- use at least three computer applications employing advanced features and import and export capacities for efficiency and productivity purposes
- solve routine problems using support resources.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline the basic features and functions of relevant operating systems software and system tools
- outline relevant vendor product directions in computer applications
- identify commonly available vendor applications and their features.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the general information and communications technology (ICT) industry, and include access to:

- a site where advanced features of computer applications may be used
- computer applications currently used in industry
- documents or information containing data suitable to demonstrate advanced features of computer applications
- support resources, including online, manuals and training booklets.

Assessors must satisfy NVR/AQTF assessor requirements.

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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ICTICT409 Develop macros and templates for clients using standard products

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to develop macros and templates for clients using industry recognised software applications.

It applies to individuals working in an office environment who achieve a degree of self-sufficiency as an advanced information and communications technology (ICT) user, and who support software applications activities in the workplace.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

General ICT

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Determine macro or template requirement	1.1 Determine client requirements in line with organisational guidelines 1.2 Develop macro or template specification 1.3 Confirm that macro or template specification meets client's needs and operational guidelines 1.4 Determine documentation requirements

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ELEMENT	PERFORMANCE CRITERIA
2. Develop macro or template for client	2.1 Develop macro or template to specification using industry recognised software applications 2.2 Demonstrate macro or template to client and obtain feedback 2.3 Amend macro or template as required by client 2.4 Update macro or template specification
3. Provide client support for macro or template	3.1 Document support and instruction requirements 3.2 Provide documentation to client help desk for future support

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.4	• Reviews a range of written and online texts to identify relevant organisational guidelines and requirements relating to the job role
Writing	1.2, 1.3, 2.1, 2.3, 2.4, 3.1	• Uses the appropriate macro syntax and conventions to develop macros • Uses correct spelling and grammar; and organisational guidelines for terminology, address format, logos and document structure to develop templates • Uses correct spelling and grammar, plain English and, when necessary, technical terminology to comply with documentation requirements and develop support documentation
Oral Communication	1.1, 1.3, 1.4, 2.2, 3.2	• Uses simple and relevant language and effective listening and questioning techniques to determine client needs and obtain feedback • Uses technical language suitable to the job role when liaising with help desk personnel
Interact with others	3.2	• Actively identifies the requirements of important communication exchanges, selecting appropriate channels, format, tone and content to suit purpose and audience

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Navigate the world of work	1.1, 1.3	• Recognises and follows explicit and implicit protocols, and meets expectations associated with own role
Get the work done	1.1, 1.2, 2.1- 2.4	• Takes responsibility for planning and organising own workload, identifying ways of sequencing and combining elements for greater efficiency • Understands the purposes, specific functions and key features of common digital systems and tools, and operates them effectively to complete routine tasks • Recognises and takes responsibility for addressing predictable problems in familiar work contexts

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
ICTICT409 Develop macros and templates for clients using standard products	ICAICT409A Develop macros and templates for clients using standard products	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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Assessment Requirements for ICTICT409 Develop macros and templates for clients using standard products

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- determine client needs and specifications for macros and templates
- develop a variety of macros and templates using at least two industry recognised application packages
- provide support to the client for utilising the macros and templates.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline features and functions of particular categories of commercial computing packages, in particular procedures for:
  - creating macros and using default templates supplied by the software application package
  - creating new macros and templates
- identify functions and features of the operating system
- identify features and functions of software and hardware supported by the organisation.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the general information and communications technology (ICT) industry, and include access to:

- documents detailing organisational policies
- a personal computer where software installation may be performed
- internet connection
- networked computers
- server and workstation hardware and software

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- style guides and design brief
- technical documentation and installation manuals
- use of software currently used in industry.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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ICTTEN201 Use electrical skills in telecommunications work

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 2.0.

Application

This unit describes the skills and knowledge required for an entry- level worker to use electrical skills, working with analog and digital, cabling and wireless networking in telecommunications.

It applies to individuals who undertake basic testing, circuit building, and evaluation of cable and wireless devices, and who may work in domestic, commercial or industrial situations.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Telecommunications – Telecommunications Networks Engineering

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Connect up, test and verify DC and AC circuitry	1.1 Identify any hazards and work health and safety (WHS) issues for a safe work site, and notify appropriate personnel 1.2 Connect a series and a parallel DC and AC circuit configuration following safe work practices 1.3 Choose appropriate test equipment and measure values of electrical quantities of circuits 1.4 Use calculations to verify measured values of electrical

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ELEMENT	PERFORMANCE CRITERIA
	quantities in a series and in a parallel circuit configuration 1.5 Compare measured values to calculated values, and determine reasons for any variations 1.6 Measure low voltage (LV), extra low voltage (ELV) or telecommunications network voltage (TNV) to determine if values are within equipment or power supply specifications 1.7 Use appropriate test equipment to measure AC voltage (multimeter) or AC current (clamp meter) in a safe manner that does not require an LV circuit to be disconnected 1.8 Test residual current devices (RCD) or earth leakage devices to ensure they are operational prior to working with AC mains powered equipment, power supplies and tools 1.9 Evaluate results and determine probable faults, if relevant
2. Evaluate analog and digital signals	2.1 Compare characteristics of an analog signal and a digital signal 2.2 Produce a layout using building blocks to represent a typical analog and a digital circuit showing different characteristics between an analog signal and a digital signal 2.3 Produce 4-bit binary codes with their decimal equivalent to represent output voltages of a digital to analog converter 2.4 Choose appropriate test equipment and measure output voltage of a digital device for *high* and *low* logic states
3. Perform cable selection	3.1 Compare basic transmission characteristics of different types of cables used in telecommunications and select the most appropriate cable type to suit application characteristics 3.2 Connect two devices with a patch cable and test the connection

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	2.1, 3.1	• Interprets textual information to inform decision-making process
Writing	2.2	• Uses industry specific language to produce technical documentation

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Oral Communication	1.1	• Articulates specific concerns and issues clearly and listens to and acts on responses of others
Numeracy	1.4-1.6, 1.9, 2.2, 2.4	• Performs basic calculations to check data, make predictions and make comparisons • Selects and uses appropriate tools to take measurements, analyse results and perform calculations
Navigate the world of work	1.1, 1.2, 1.7, 1.8	• Follows legislative requirements and organisational protocols, policies and procedures relevant to own role
Get the work done	1.3, 1.5, 1.6, 1.9, 2.3, 2.4, 3.1	• Determines job sequence and works logically and systematically to undertake clearly defined tasks • Analyses task requirements to decide on appropriate equipment and practices • Applies problem-solving processes to locate and resolve faults, and reviews impact of decisions

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
ICTTEN201 Use electrical skills in telecommunications work	ICTTEN2008A Use electrical skills in telecommunications work	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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Assessment Requirements for ICTTEN201 Use electrical skills in telecommunications work

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 2.0.

Performance Evidence

Evidence of ability to:

- use fundamental electrical principles to solve basic AC and DC electrical problems
- connect and test an AC and DC circuit
- evaluate and compare characteristics of analog and digital signals
- compare and select cables according to transmission characteristics.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe principles of AC and DC electricity and how it impacts telecommunications work including:
  - AC and DC electrical SI units of measurement
  - work health and safety (WHS) issues
  - Ohm’s law and other relevant calculations
  - circuit configuration
- identify and describe common AC and DC faults, fault finding techniques and use of testing equipment
- explain application of binary to decimal conversion and vice versa
- describe principles of analog and digital electronics and building blocks common to analog and digital circuits
- explain the distinction between analog and digital signals and devices
- explain encoding techniques and their application in wired, wireless and optical communications systems

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- outline features and applications of unshielded twisted pair (UTP), coaxial and fibre cables
- list typical electronic devices, cable types and their applications
- explain modulation techniques used in wired, wireless and optical communications systems
- explain techniques to convert analog to digital and digital to analog
- describe characteristics of signal transmission
- list and describe common telecommunications cables and the characteristics of use and application.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the Telecommunications Network Engineering field of work and include access to:

- appropriate AC and DC testing equipment
- manufacturer's documentation and equipment
- safety equipment.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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ICTTEN202 Use hand and power tools

Modification History

Release	Comments
Release 2	This version released with ICT Information and Communications Technology Training Package Version 5.0.
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 2.0.

Application

This unit describes the skills and knowledge required to safely use hand and power tools in the workshop and on the worksite.

It applies to individuals who may work as technical staff and who may make use of safety equipment and workshop facilities.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Telecommunications – Telecommunications Networks Engineering

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Prepare for work activity	1.1 Identify the type of work to be performed from work instructions 1.2 Select appropriate hand and power tools for work to be performed in line with industry standards or specified approved tools for use

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ELEMENT	PERFORMANCE CRITERIA
	1.3 Set up and check tools for use according to industry approved information 1.4 Examine work environment and plan work with tools to maximise safety and productivity 1.5 Clear and clean work area to make it free of obstructions and allow clear access to tools
2. Prepare work piece for tool use	2.1 Mount, support or align work piece correctly to the tool or machine to be used 2.2 Anchor work piece securely where necessary to prevent movement
3. Operate hand and power tools	3.1 Use hand and power tools correctly according to industry and enterprise safe working practices 3.2 Use safety equipment during tool operation according to industry and enterprise safe working practices 3.3 Monitor tool operation continuously and discontinue use if abnormal operation occurs 3.4 Clean work area on completion of work
4. Maintain hand and power tools after use	4.1 Clean and store tools according to industry and enterprise safe working practices 4.2 Report abnormal tool operation or other problems according to established procedures 4.3 Perform programmed maintenance of tools according to work role 4.4 Arrange inspection of power tools according to regulatory requirements

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Description
Reading	• Interprets and understands complex information required for preparation and use of tools
Writing	• Completes workplace documentation accurately using appropriate form and vocabulary

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Navigate the world of work	• Follows legislative requirements and organisational protocols, policies and procedures relevant to own role, with particular emphasis on safety
Get the work done	• Plans and prioritises tasks, developing and implementing a work program in line with expectations and work role • Makes decisions around immediate, clearly defined tasks regarding use of tools, personal protective equipment (PPE), cleaning agents and waste disposal

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
ICTTEN202 Use hand and power tools (Release 2)	ICTTEN202 Use hand and power tools (Release 1)	Updates to performance criteria. Updates to template to apply consistent format between units.	Equivalent unit

Links

Companion Volume Implementation Guides are available from VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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Assessment Requirements for ICTTEN202 Use hand and power tools

Modification History

Release	Comments
Release 2	This version released with ICT Information and Communications Technology Training Package Version 5.0.
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 2.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- accurately interpret work orders relevant to selection and use of tools
- interpret specifications and instructions relating to materials and equipment on which tools are to be used
- prepare work environment and set up tools for safe and effective use
- perform work processes following all relevant safety requirements applying to use of hand and power tools
- monitor tool operation for correct operation during use
- inspect completed work to verify correct tool operation and use
- communicate evidence of faults and other problems
- comply with all related work health and safety (WHS) requirements and work practices.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- electrical and compressed air safety
- equipment types, characteristics, technical capabilities and limitations

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- features and operating requirements of hand and power tools
- general housekeeping policies and procedures
- industry and worksite terminology
- information required to operate equipment according to a test specification
- job safety analysis (JSA) or safe work method statement
- legislation, codes of practice and other formal agreements that impact the work activity
- manufacturer's requirements for safe operation of equipment
- materials commonly used in the industry
- safety data sheets (SDS) and materials handling methods
- operational, maintenance and basic diagnostic procedures
- common power sources
- specific WHS requirements relating to the activity and site conditions
- typical issues and challenges that occur onsite.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- sites where hand and power tools may be used
- hand and power tools currently used in industry
- relevant regulatory and equipment documentation that impact the use of hand and power tools.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guides are available from VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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ICTTEN207 Install and test internet protocol devices in convergence networks

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 2.0.

Application

This unit describes the skills and knowledge required for entry-level installations and testing for internet protocol (IP) based telecommunications networking, using convergent technologies to deliver services of Next Generation Networks (NGN).

It applies to technicians and cable installers who install and maintain IP-based equipment for customer and service providers for NGN services, including internet protocol TV (IPTV), IP security, digital home networks, IP-based cable access TV (CATV), IP core and access networks, home automation, interactive TV, radio frequency identification (RFID), biometric recognition systems, mesh networks, smart grids and cloud computing.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Telecommunications – Telecommunications Networks Engineering

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Gather information to prepare for installation of IP device	1.1 Obtain work health and safety (WHS) requirements and environmental requirements for a given work area, and clarify with appropriate personnel

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ELEMENT	PERFORMANCE CRITERIA
	1.2 Identify safety hazards and notify appropriate personnel 1.3 Obtain identified operating instructions, manuals, and hardware and software testing methodologies 1.4 Obtain documentation on a range of IP devices that can be networked according to the open system interconnection (OSI) reference model in networking 1.5 Obtain the range of required IP devices to be connected to the network and identify the IP-based telecommunications application that will be provided
2. Prepare for installation of IP device	2.1 Select IP device for installation that can be integrated into existing network 2.2 Obtain appropriate hardware, software, network protocols, peripheral devices and media types and connectors for configuration process 2.3 Draw physical topology of the device connection to network and seek approval from appropriate personnel 2.4 Obtain configuration details to start setting up device
3. Configure and test IP device	3.1 Determine network addressing scheme for mapping network connectivity and verify by calculations 3.2 Assign a valid static IP address to device 3.3 Use network commands to determine and verify the media access control (MAC) address, the IP address and network performance of the device 3.4 Determine security threats and initiate security solutions to prevent security breaches according to enterprise procedures
4. Complete and document network installation	4.1 Restore worksite to safe condition according to established safety procedures 4.2 Record and store essential installation information according to enterprise procedures 4.3 Notify appropriate person of task completion according to enterprise procedures
5. Test wireless link	5.1 Select types of wireless connections used in telecommunications 5.2 Set up a wireless link to connect two wireless devices, following safe work practices 5.3 Transmit data over the link and verify accuracy of received data

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Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.3-1.5, 3.3, 3.1	• Evaluates information and products from a variety of sources to ensure appropriateness to client needs
Writing	2.3, 3.2, 3.3, 4.2, 4.3, 5.3	• Develops accurate and industry specific drawings • Writes computer code and commands and records technical data, ensuring correct syntax and accuracy
Oral Communication	4.3	• Uses clear language and concepts, and tone and pace appropriate for audience and purpose
Numeracy	3.1	• Performs basic mathematical calculations to compare and verify connectivity
Navigate the world of work	1.1, 3.4, 4.1-4.3, 5.2	• Understands roles and responsibilities for task and makes basic decisions on work and completion parameters • Ensures knowledge of WHS requirements • Recognises organisational expectations and follows explicit protocols and procedures • Seeks clarification when required
Interact with others	1.1, 1.2, 2.4	• Follows instructions regarding what and how to communicate, following predetermined scripts • Initiates a connection with others through verbal, or nonverbal communication responding as appropriate
Get the work done	1.2-1.5, 2.1-2.4, 3.1-3.4, 4.1, 5.1-5.3	• Plans and implements routine tasks and workload, making limited decisions on sequencing, timing and collaboration, and seeks assistance in setting priorities • Makes low-impact decisions within familiar situations, based on a range of predefined or routine solutions and evaluates outcome effectiveness • Responds to predictable routine problems and implements standard or logical solutions • Uses digital technology for basic reading, recording and searching information, and for communications following routine procedures and security requirements

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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTTEN207 Install and test internet protocol devices in convergence networks	ICTTEN2219A Install and test internet protocol devices in convergence networks	Updated to meet Standards for Training Packages.	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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Assessment Requirements for ICTTEN207 Install and test internet protocol devices in convergence networks

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 2.0.

Performance Evidence

Evidence of ability to:

- prepare for installation of internet protocol (IP) device connected to a network
- set up and configure IP device with simple addressing schemes
- test and secure device against security threats
- produce essential installation information
- follow work health and safety (WHS) workplace procedures and practices
- test wireless link.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe principles of computer networking and identify common types and protocols used
- describe IP-based telecommunications and importance of network configuration including:
  - IP addressing
  - IP devices
- identify and describe the purpose of common hardware and software used in IP communications
- identify and summarise organisational policies and procedures relating to installation and testing of internet protocol devices
- describe common procedures for basic testing and troubleshooting an IP device
- describe procedures for assigning networking protocols
- explain the purpose for internet security and describe common configurations

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- describe various basic wireless technologies and their application in communications
- describe environmental factors requiring management on telecommunications equipment
- identify and describe WHS requirements and personal safety issues relating to installation and testing of internet protocol devices
- define open system interconnection (OSI) and explain various levels involved
- identify common types of peripheral devices used in network communications systems
- calculate using the binary system
- describe common computer commands used to verify and manage IP and network performance
- identify common security threats attributed to networks and specify solutions to combat these threats
- identify common wireless technologies used in communications.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the telecommunications network engineering field of work and include access to:

- a small network with IP devices
- tools, equipment, materials and documentation required for installing and testing IP devices
- relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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ICTTEN416 Install, configure and test an internet protocol network

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 2.0.

Application

This unit describes the skills and knowledge required to select network elements to meet client business specifications, ensure interoperability within the network, apply network topologies, protocols and security issues, and troubleshoot when required.

It applies to individuals who carry out installation, maintenance and upgrade of information and communications technology (ICT) networks, and are employed by telecommunications or information technology networking provisioning companies.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Telecommunications – Telecommunications Networks Engineering

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Prepare to install IP network	1.1 Prepare for given work according to relevant legislation, work health and safety (WHS) regulations, codes and standards 1.2 Arrange site access according to required procedure 1.3 Review existing network design documentation to ensure it is current and complete

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ELEMENT	PERFORMANCE CRITERIA
	1.4 Select components and network elements required to be installed to meet the technical requirements 1.5 Contact vendors and service suppliers to obtain specifications and availability of identified components 1.6 Develop plans, with prioritised tasks and contingency arrangements, for installation of components with minimum disruption to client 1.7 Liaise with appropriate person to obtain approval for the plans, including security clearance and timing
2. Install and configure IP network	2.1 Install and configure server hardware and software according to organisational and industry standards, following plans 2.2 Install and configure computer, other hardware and software, according to organisational and industry standards and plans 2.3 Install and configure other software required for the network to operate with security and integrity according to the plan
3. Test and reconfigure IP network	3.1 Test installed software and hardware, utilising available technical tools, to ensure all components are functioning as expected 3.2 Test the network to ensure it is functioning according to specifications 3.3 Resolve problems identified in the modified network
4. Complete documentation and clean worksite	4.1 Complete hardware and asset recording document in line with organisational requirements 4.2 Document installation, boot-up and configuration procedures according to organisational requirements 4.3 Tabulate test results and complete all user reports 4.4 Complete client report and notify of network status 4.5 Clean up and restore worksite to client's satisfaction 4.6 Secure sign-off from appropriate person

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance	Description

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	Criteria	
Reading	1.1-1.3, 2.1-2.3, 3.2, 4.1, 4.2	• Recognises and interprets technical, legislative and operational documentation to determine job requirements
Writing	1.5-1.7, 4.1-4.4	• Uses clear, specific and industry-related terminology to produce and update workplace documentation in predetermined formats
Oral Communication	1.5, 1.7, 4.4	• Clearly liaises with internal and external personnel on technical, operational and business related matters • Uses listening and questioning skills to confirm understanding for requirements
Numeracy	3.1-3.3	• Makes calculations required to take test measurements, interpret results and evaluate performance and interoperability of network
Navigate the world of work	1.1, 4.5	• Takes personal responsibility for adherence to legal and regulatory responsibilities relevant to own work context • Recognises and follows explicit and implicit protocols and meets expectations associated with own role
Interact with others	4.5, 4.6	• Cooperates with others as part of familiar routine activities and contributes to specific activities requiring joint responsibility and accountability
Get the work done	1.2, 1.4, 1.6, 2.1-2.3, 3.1-3.3, 4.5	• Understands key principles and concepts underpinning design and operation of digital systems and tools, and applies these as required • Works logically and systematically to monitor, analyse and action job priorities • Implements actions according to a predetermined plan, making adjustments if necessary • Makes decisions quickly and intuitively in familiar situations requiring immediate attention, drawing on past experience to identify key variables and determine the best course of action • Recognises and anticipates an increasing range of familiar problems, their symptoms and causes, depending on differing operational contingencies, risk situations and environments

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Unit Mapping Information

Code and title **current version**	**Code and title** **previous version**	**Comments**	**Equivalence status**
ICTTEN416 Install, configure and test an internet protocol network	ICTTEN4198A Install, configure and test an internet protocol network	Updated to meet Standards for Training Packages.	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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Assessment Requirements for ICTTEN416 Install, configure and test an internet protocol network

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 2.0.

Performance Evidence

Evidence of ability to:

- plan and prepare for the IP network installation task
- select network elements to meet client's business specifications
- install, configure and test network elements to ensure interoperability within the network
- apply network topologies, protocols and security issues
- apply solutions to defined network problems.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain client's business domain, business function and organisation
- describe current industry-accepted hardware and software products
- outline data and voice transmission technologies and protocols
- summarise networking technologies, incorporating substantial depth in some areas
- explain router-based network architectures.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances should be typical of those experienced in the telecommunications networks engineering field of work and include access to:

- a site where network installation may be conducted
- field measurement equipment currently used in industry

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- network design documentation
- equipment specifications
- network components
- hardware and software
- a live network
- organisational guidelines
- networked (LAN) computers
- a wide area network (WAN) service point of presence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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ICTWEB401 Design a website to meet technical requirements

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to design a website to specifications, within a particular technical and human interface environment.

This unit applies to individuals who are responsible for analysis, documentation and design, including identifying the technical and human computer interface requirements that drive design.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Web

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Define the technical environment	1.1 Identify the business requirements 1.2 Identify the appropriate standards required to develop the site 1.3 Identify the appropriate hardware and software required
2. Define the human computer interface	2.1 Conduct a user analysis, in order to determine a user profile and user needs 2.2 Determine the user content, and requirements

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ELEMENT	PERFORMANCE CRITERIA
	2.3 Determine the appropriate design principles for the site 2.4 Identify the appropriate operating system
3. Determine the site hierarchy	3.1 Identify the hierarchy of pages 3.2 Ensure that the content is logical and accessible to the user 3.3 Ensure that navigation between pages is consistent and clear
4. Integrate the design components	4.1 Apply the appropriate information hierarchy to the site design 4.2 Ensure that the design principles are appropriate to the business, and to the user 4.3 Ensure that the process flow is developed in a logical and simple manner 4.4 Test the site against user needs 4.5 Complete and document the design structure

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.3, 2.1-2.4, 3.1-3.3	• Interprets, analyses, and syntheses, technical and organisational information to inform decision-making, to construct and validate solutions, and to produce responses to pre-determined requirements and work tasks
Writing	2.2, 3.2, 3.3, 4.5	• Develops content in a manner that supports and conveys information, using the appropriate structures, templates, software, and specialised language • Produces a logically sequenced text to convey exact procedural requirements and specific, and concise, instructions/meaning
Navigate the world of work	1.2	• Takes personal responsibility for adherence to the standards of industry bodies, where related to own work context
Interact with others	2.1, 2.2, 4.2	• Selects the appropriate communication protocols and conventions, when conferring with clients to elicit information, and to determine specific needs and

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		requirements
Get the work done	1.1, 1.2, 1.3, 2.1, 2.2, 2.3, 2.4, 3.1, 3.2, 3.3, 4.1, 4.2, 4.3, 4.4	• Takes responsibility for planning, sequencing, and prioritising tasks within own workload, for efficiency and effective outcomes • Uses analytical processes to make routine and some complex decisions, to develop logical structures within the website information and operation that meet client needs • Understands the purposes, specific functions and , key features of common digital systems, tools and software, and operates them effectively to complete routine tasks

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
ICTWEB401 Design a website to meet technical requirements	ICAWEB401A Design a website to meet technical requirements	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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Assessment Requirements for ICTWEB401 Design a website to meet technical requirements

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- identify and select, the appropriate tools and procedures required to develop a website
- conduct a user analysis to identify the website, or design structure, required
- define the user interface
- determine the site hierarchy
- test the website, to ensure that it meets the standards required by the user.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain the basic aspects of information architecture
- describe the business process design
- outline copyright and intellectual property requirements
- provide an overview of the customer, and business, liaison
- detail e-business sites and corporate strategy
- describe the implications of technology connectivity
- explain the procedures for documenting technical specifications
- discuss the relevant standards relating to website design
- compare website design methods, and standard website structures
- recognise and define, common operating systems
- recognise and operate, common computer hardware.

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Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the website technologies field of work, and include access to the:

- analysis software
- customer relationship model
- e-business website
- requirements documentation
- site server
- site server software
- web servers
- relevant standards, and copyright information.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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ICTWEB411 Produce basic client-side script for dynamic web pages

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0

Application

This unit describes the skills and knowledge required to develop interactive and engaging websites, using a range of features from various, appropriate languages.

It applies to individuals working in web development environments who are required to produce client-side scripts as a common means of creating interactive websites. These scripts offer an effective simple means of enabling websites to provide greater interaction with clients.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Web

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Analyse the requirements for web documents	1.1 Determine the necessary dynamic functionality of the web document 1.2 Determine the appropriate language to achieve that functionality 1.3 Determine the web document requirements

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ELEMENT	PERFORMANCE CRITERIA
2. Design and produce web documents	2.1 Design the web document, and embedded scripts to achieve the required functionality 2.2 Write a simple hypertext markup language (HTML), considering accessibility 2.3 Write embedded scripts
3. Test the scripts and debug	3.1 Test the web document against the required functionality, and reiterate until correct 3.2 Complete the documentation and submit it to the appropriate person for their approval

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.3	• Recognises and interprets textual information in various information and communications technology (ICT) languages, in order to determine the dynamic functionality of the web document
Writing	1.1, 1.3, 2.1, 2.2, 2.3, 3.2	• Develops material for a specific audience, using detailed ICT language, to convey explicit information
Oral Communication	1.1, 1.3	• Articulates clearly, using the specific language suitable to technical, operational and business audiences, to convey requirements and listening, and questioning, techniques to confirm understanding
Get the work done	1.1-1.3, 2.1-2.3, 3.1-3.2	• Plans approach to work based on internet protocols, and the analysis of business needs and requirements • Sequences, schedules and prioritises own work activities • Resolves issues, including design and functionality conflicts, debugging and handling errors, and implements tests to ascertain the functionality of solutions, prior to full implementation • Utilises a combination of lateral and analytical thinking, and practice, to design and validate the reliability, and efficacy of web documents

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		• Uses a range of digitally-based technologies, software packages, and hardware to view the active elements or objects across different platforms, and to design, and produce, web documents

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
ICTWEB411 Produce basic client-side script for dynamic web pages	ICAWEB411A Produce basic client-side script for dynamic web pages	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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Assessment Requirements for ICTWEB411 Produce basic client-side script for dynamic web pages

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- determine the dynamic functionality and requirements of web documents
- select the appropriate language
- design web documents with embedded script
- produce dynamic web page documents
- test and debug, the web document functionality
- document and gain client approval.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- discuss the basic principles behind open platform programming
- describe client-side scripting and its application to dynamic web page design, including:
  - events and event handlers
  - internet operation related to servers and clients
  - internet protocols
  - standard generalised markup language (SGML)
  - associated standards
- identify and outline, security restrictions on servers
- describe the difference between server-side and client-side scripting
- describe the standards associated with programming documentation.

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Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances should be typical of those experienced in the website technologies field of work, and include access to:

- special purpose tools
- equipment and materials
- industry software packages
- the web server
- the client requirements
- the security policy
- functionality and scope requirements.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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ICTWEB429 Create a markup language document to specification

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to use a text editor to design, create and save web pages to a given specification, rather than using an authoring tool.

It applies to individuals working as web designers and developers who interpret client briefs, generate a framework for internet information, and are resourceful in their application of technology in using a markup language.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Web

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Analyse the specifications and requirements	1.1 Determine the uses and audience of the document 1.2 Determine the appropriate markup language, based on the document's uses and audience, and current industry best practice 1.3 Determine the document structure
2. Create the document	2.1 Create and assign the basic elements of the document, taking

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ELEMENT	PERFORMANCE CRITERIA
structure	into account accessibility 2.2 Mark-up the sections of the document required to describe the structure
3. Incorporate the web page components	3.1 Identify the web page components 3.2 Evaluate suitable web page components 3.3 Include the required web page components
4. Validate the documents	4.1 Validate the markup language document, against the specifications and record the outcomes 4.2 Validate the markup language document in different browsers for compatibility, and record the outcomes

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.3, 4.1, 4.2	• Identifies, analyses and evaluates instructions, technical information and industry guidelines, to determine client needs and business requirements
Writing	1.3, 2.1, 2.2, 3.3, 4.1, 4.2	• Produces documentation for a specific audience, using clear and detailed language in order to convey explicit information • Writes, edits and proofreads documents to ensure clarity of meaning, and accuracy and consistency of information
Navigate the world of work	1.2	• Takes personal responsibility for following explicit and implicit policies, procedures and industry best practice
Get the work done	1.1, 1.2, 3.1, 3.2, 4.1, 4.2	• Takes responsibility for planning, sequencing and prioritising tasks and own workload, for efficiency and effective outcomes • Makes routine decisions and implements standard procedures for routine tasks, using formal decision-making processes for more complex and non-routine situations • Addresses less predictable problems and initiates standard procedures in response to these problems,

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		applying problem-solving processes in determining a solution • Uses familiar digital technologies and systems to access information, search and enter, data and code, present information, and communicate with others, cognisant of data security and safety

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
ICTWEB429 Create a markup language document to specification	ICAWEB429A Create a markup language document to specification	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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Assessment Requirements for ICTWEB429 Create a markup language document to specification

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- design, create and save a document using a markup language, without using an automated code generation program
- use a text editor for generating the markup language code for use on common web browsers
- validate the markup document against the standards set by the World Wide Web Consortium (W3C).

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- recognise and outline the use of markup languages including:
  - dynamic hypertext markup language (DHTML)
  - hypertext markup language (HTML)
  - standard generalised markup language (SGML)
  - virtual reality modelling language (VRML)
  - extensible hypertext markup language (XHTML)
  - extensible markup language (XML)
- identify and describe, standards applicable to a markup language
- summarise the range of available web browsers and their accessibility
- identify and describe, the issues of accessibility.

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Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the website technologies field of work, and include access to:

- an organisational style guide or policy
- all user requirements
- a text editor
- a range of browsers
- the internet, to validate the markup.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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ICTWHS204 Follow work health and safety and environmental policy and procedures

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 2.0.

Application

This unit describes the skills and knowledge required to follow safe working practices and environmental policy in the management of a telecommunications workplace.

It applies to telecommunications staff working under supervision in a technical environment and includes school based workers, entry-level workers, trainees and apprentices, and field officers deploying broadband access networks using optical technologies and other work on live systems.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the ICT Implementation Guide Companion Volume or the relevant regulator for details of licensing, legislative or certification requirements.

Unit Sector

Telecommunications – work health and safety

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Identify work health and safety (WHS) legislative requirements	1.1 Locate WHS legislative requirements relevant to own work, role and responsibilities 1.2 Explain own responsibilities in relation to duty of care 1.3 Identify the relationship between legislative requirements and

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ELEMENT	PERFORMANCE CRITERIA
	safe work practices
2 Identify construction hazards and control measures	2.1 Identify basic principles of risk management 2.2 Identify common construction hazards 2.3 Identify measures for controlling hazards and risks
3 Follow workplace procedures for hazard identification and risk control	3.1 Recognise and report hazards in work area to designated personnel according to workplace procedures 3.2 Follow WHS legislative requirements, workplace procedures and work instructions to control risks 3.3 Comply with safe work practices 3.4 Implement duty of care requirements 3.5 Complete job safety analysis (JSA) sheets or safe work method statement (SWMS) according to work requirements, including hazard identification and risk assessment 3.6 Use and complete checks of personal protective equipment according to work requirements 3.7 Assess and test for harmful gases associated with workplace
4 Follow safety requirements for working with optical fibre equipment	4.1 Identify and use safe work practices when handling optical fibre, lasers and optical connectors according to the relevant Australian Standards 4.2 Identify and use safe working practices when handling and disposing of chemical waste
5 Identify and implement WHS communication and reporting processes	5.1 Apply WHS communication processes, information and documentation 5.2 Identify designated WHS personnel 5.3 Comply with safety signs and symbols 5.4 Identify procedures and relevant authorities for reporting emergencies, incidents and injuries
6 Follow WHS incident response procedures	6.1 Follow general procedures for responding to incidents and emergencies 6.2 Identify procedures for accessing first aid 6.3 Select and use relevant personal protective equipment 6.4 Explain and apply workplace procedures for fire safety
7 Contribute to management of WHS	7.1 Raise WHS issues with designated personnel according to workplace procedures and relevant WHS legislation

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ELEMENT	PERFORMANCE CRITERIA
	7.2 Contribute to participative arrangements for WHS management in workplace, within organisational procedures and scope of responsibilities and competencies
8 Contribute to management of workplace environmental issues	8.1 Raise environmental issues with designated personnel according to workplace procedures and relevant environmental requirements and legislation 8.2 Contribute to participative arrangements for environmental management in workplace, within organisational procedures and scope of responsibilities and competencies 8.3 Record and report all WHS issues, risks and hazards to designated personnel
9 Identify and respond appropriately to asbestos containing materials (ACM) hazards	9.1 Identify asbestos containing materials (ACM) hazards or their likelihood 9.2 Respond to asbestos containing materials hazards or their likelihood 9.3 Report identified or suspected asbestos containing materials hazards to designated personnel according to workplace procedures
10 Identify minor traffic management	10.1 Assess traffic safety requirement of general location with respect to regulatory and enterprise requirements 10.2 Identify safe work zone around vehicle and work space using traffic cones and signs according to regulatory requirements 10.3 Identify changed traffic conditions and act in accordance
11 Recognise and respond appropriately to confined space	11.1 Identify confined space in accordance with regulatory or enterprise guidelines that can only be entered by personnel with specialist training 11.2 Refer identified confined space to appropriate personnel

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.3, 4.1, 5.4, 6.1-6.4	• Analyses and consolidates information and data from a range of sources, against

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		defined criteria and requirements, to identify safety requirements
Writing	1.1, 3.1, 3.5, 7.1, 7.2, 8.1-8.3, 9.3, 11.2	• Accurately records information and prepares documentation using clear language and organisational formats and protocols
Oral Communication	1.1, 7.1, 7.2, 8.1-8.3, 9.3, 11.2	• Uses clear language and concepts, and tone and pace appropriate for the audience and purpose
Navigate the world of work	1.1-1.3, 2.1-2.3, 3.1-3.6, 4.1, 5.1, 5.3, 5.4, 6.4, 7.1, 7.2, 8.1, 8.2, 9.3, 10.2, 11.1	• Builds an understanding of personal roles and responsibilities for work • Explores and implements, where identified, the implicit expectations of policies and procedures • Understands rights and responsibilities, and complies with legal and regulatory requirements
Interact with others	1.1, 7.1, 7.2, 8.1- 8.3, 11.2	• Complies with work instructions and contributes to work group discussions using accepted conventions • Recognises common differences in other people and implements basic strategies to address own reaction to these differences
Get the work done	1.1-1.3, 2.1-2.3, 3.1, 3.4-3.7, 4.1-4.2, 5.1-5.4, 6.1- 6.4, 9.1, 9.2, 9.3, 10.1-10.3, 11.1	• Follows clearly defined instructions and sequencing, and monitors own progress for the task, seeking assistance when necessary • Makes low impact decisions within familiar situations, based on a range of predefined or routine solutions • Identifies ideas for other applications and considers them in current contexts • Responds to predictable routine problems and implements standard and logical solutions

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status

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Code and title current version	Code and title previous version	Comments	Equivalence status
ICTWHS204 Follow work health and safety and environmental policy and procedures (release 2)	ICTWHS204 Follow work health and safety and environmental policy and procedures (release 1)	Updates to correct numbering in performance criteria	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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Assessment Requirements for ICTWHS204 Follow work health and safety and environmental policy and procedures

Modification History

Release	Comments
Release 2	This version first released with ICT Information and Communications Technology Training Package Version 3.1. Release created to correct numbering in performance criteria.
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 2.0.

Performance Evidence

Evidence of the ability to:

- identify and apply the work health and safety (WHS) legislative and safety requirements for construction work
- identify the range of common construction hazards and procedures for the assessment of risk and application of the hierarchy of control
- apply WHS communication processes, information and documentation
- contribute to the WHS committees and support representatives
- recognise the common safety signs and symbols
- identify and apply procedures for reporting hazards, incidents and injuries
- identify and apply the general procedures for responding to incidents and emergencies, including evacuation, first aid, fire safety equipment and personal protective equipment
- recognise and report hazards to designated personnel
- follow workplace procedures necessary to control risks in the workplace
- recognise the safe handling procedures for optical fibres and laser sources.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

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- describe the relevant Commonwealth, state and territory WHS legislation, regulations, codes of practice, and industry standards and guidance notes relevant to own workplace, role and responsibilities
- describe the differences between Commonwealth, state and territory WHS legislation and regulations
- identify and describe the common construction hazards
- identify different types of asbestos containing materials (ACM) (via photographs) and common sources of asbestos containing materials (ACM) found in the work environment and describe the controls required to mitigate risk
- identify the general construction work activities that require licences, tickets or certificates of competency
- identify and discuss the information and documentation used to maintain and inform on safe work practices
- explain the purpose of environmental control processes for the following:
  - air quality management
  - disposal and handling of hazardous and dangerous substances
  - noise pollution
  - safe disposal of fibre offcuts
  - stormwater and materials spillage
  - waste disposal
- describe the WHS responsibilities and rights of duty holders and workplace parties under environmental and WHS legislation, regulations and codes of practice, including:
  - persons in control of construction work and/or projects
  - employers and self-employed persons
  - persons in control of a business or undertaking (PCBU) and officers
  - supervisors
  - employees and workers
  - designers
  - inspectors
  - manufacturers and suppliers
- describe how individuals engage and participate in WHS activities in the workplace
- list the safety implications of working with optical fibres and equipment including:
  - hazards relating to handling of optical fibre and laser light source in the workplace
  - injuries that may occur:
    - damage to retina from lasers
    - damage to lungs from inhalation of fibre offcuts and particles
    - needle stick injury from fibres and offcuts
  - laser warning signs and labels relating to optical fibre components and equipment
  - safety requirements when handling and working with:
    - devices
    - laser light sources

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    - optical fibre connectors
    - optical fibres
    - patchcords
- state the personal responsibilities in complying with safe work practices including those relating to:
    - housekeeping
    - identification of hazards
    - preventing bullying or harassment
    - smoking
    - use of amenities
    - use of drugs and alcohol
- discuss the principles of risk management (including hazard identification, risk assessment and control) for construction work
- state ways in which WHS is managed in the workplace, and activities required under WHS legislation including:
    - hazard identification
    - hazards that exist in the workplace
    - WHS instruction
    - preferred order of ways to control risks (known as the hierarchy of control)
    - risk assessment and controls
    - role of WHS committees and representatives
    - training and provision of WHS information
    - types of common personal protective equipment and fire safety equipment
    - types of WHS information and documentation
- describe the workplace environmental and WHS procedures relevant to various types of work being undertaken, including procedures for:
    - designated personnel responsible for WHS
    - employee and worker participation in WHS management
    - general first aid response requirements
    - general workers compensation and injury management
- describe the procedure for recognising, reporting and responding to WHS for:
    - accidents
    - dangerous occurrences
    - emergencies
    - hazards
    - incidents
    - injuries
    - fires
    - near misses
    - evacuation procedures

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- identify and describe the function of WHS communications processes within an organisation
- discuss the purpose and process for completing job safety analysis or safe work method statements
- describe the meaning of WHS symbols found on signs and labels in the workplace
- describe the work operations to control risks
- explain the process of traffic control for a single vehicle
- describe the risks associated with confined spaces and harmful gasses, and explain the appropriate responses.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances should be typical of those experienced in the telecommunications – work health and safety field of work and include access to:

- relevant WHS legislation, regulations and codes of practice
- WHS implementation resources, such as sample forms, signs and procedures
- enterprise WHS policies and procedures
- personal protective equipment
- first aid equipment
- fire safety equipment
- relevant work areas for identification of hazards and control measures
- optic fibre cabling and equipment.

Note: Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Refer to the ICT Implementation Guide Companion Volume for recommended assessor details.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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LGACOMP008A Apply conflict resolution strategies

Modification History

LGACOMP008A Release 2: Layout adjusted.

LGACOMP008A Release 1: Primary release.

Unit Descriptor

This unit covers dealing effectively with conflict, both in the workplace and outside the organisation. The unit outlines the knowledge and skills required to assess potential conflict situations and deal appropriately with the situation to achieve a resolution. The unit is suitable for all people working within the organisation.

Application of the Unit

This unit supports the attainment of skills and knowledge required for competent workplace performance in councils of all sizes. Knowledge of the legislation and regulations within which councils must operate is essential. The unique nature of councils, as a tier of government directed by elected members and reflecting the needs of local communities, must be appropriately reflected.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

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 Range Statement. Assessment of performance is to be

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	consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Assess potential conflict situations	1.1 Signs, stages and possible ***causes of conflict*** are identified and anticipated. 1.2 Appropriate responses are evaluated against organisational procedures and ***legal requirements***. 1.3 Additional information is identified and sought as required to assist in the assessment of the conflict situation.
2. Implement conflict resolution strategies	2.1 Factors and issues relevant to the conflict are clarified. 2.2 Strategies for dealing with conflict situations are developed in accordance with organisational procedures. 2.3 Assistance is sought as required and is appropriate to the person's skill and responsibility. 2.4 Options for resolution of the conflict are identified which allow for constructive responses to be negotiated. 2.5 ***Negotiation techniques*** are used to maintain positive interaction and to divert and minimise aggressive behaviour. 2.6 Effective ***communication techniques*** are used to ensure understanding of information received or relayed. 2.7 ***Social and cultural differences*** are taken into account in the negotiation style and approach taken. 2.8 Mutual agreement to the situation and its resolution is confirmed and follow up action is agreed upon by all parties. 2.9 Systems, records and reporting procedures are maintained according to organisational procedures.
3. Evaluate response and outcome	3.1 Effectiveness of response is evaluated and reviewed according to information available and organisational practices. 3.2 Accurate and constructive observations of incidents are provided in reviewing and debriefing the situation. 3.3 Records and reports are provided and maintained according to organisational requirements. 3.4 Effects of stress are recognised and addressed through stress management techniques and debriefing.

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Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit

Required Skills

- problem-solving strategies to know how to deal with unexpected questions or attitudes
- interpersonal skills to develop rapport with other parties in the conflict
- capacity to evaluate own response to situations of conflict and manage own emotions
- communication skills to effectively come to an agreed outcome
- negotiation skills to negotiate difficult situations and resolve problems as they arise
- flexibility to adjust quickly to differing situations
- empathy to develop rapport and understanding with and for the other party
- dealing with difficult people and situations

Required Knowledge

- legislative and/or other legal provisions
- conflict resolution strategies
- organisational policies and procedures relating to managing conflict through negotiation
- recording and reporting procedures
- principles of cooperative team work
- different social and cultural practices

Evidence Guide

Overview of assessment requirements	A person who demonstrates competency in this unit will be able to perform the outcomes described in the Elements to the required performance level detailed in the Performance Criteria. The knowledge and skill requirements described in the Range Statement must also be demonstrated. For example, knowledge of the legislative framework and safe work practices that underpin the performance of the unit are also required to be demonstrated.
Critical aspects of evidence to be considered	The demonstrated ability to: • interpret accurately and comply with legal and procedural requirements • identify typical symptoms and causes of conflict in the workplace and ways of resolving conflict situations • select conflict resolution strategies that are most effective for the objective • use negotiation techniques to defuse and resolve conflict • use communication techniques to give clear and accurate

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	information in a form that is preferred and understood by the receiver
Context of assessment	Competency is demonstrated by performance of all stated criteria, with particular attention to the critical aspects of evidence and the knowledge and skills elaborated in the Evidence Guide, and within the scope of the Range Statement. Assessment must take account of the endorsed Assessment Guidelines in the Local Government Training Package. Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment. Assessment should reinforce the integration of the key competencies for the particular AQF level. Refer to the key competency levels at the end of this unit.
Relationship to other units(prerequisite or co-requisite units)	To enable holistic assessment this unit may be assessed with other units that form part of the job role.
Method of assessment	The following assessment methods are suggested: • observation of the learner performing a range of workplace tasks over sufficient time to demonstrate handling of a range of contingencies • written and/or oral questioning to assess knowledge and understanding • completion of workplace documentation • third-party reports from experienced practitioners • completion of self-paced learning materials including personal reflection and feedback from trainer, coach or supervisor
Evidence required for demonstration of consistent performance	Evidence should be collected over a set period of time that is sufficient to include dealings with an appropriate range and variety of formal and informal situations, involving different types of problems and clients.
Resource implications	The learner and trainer should have access to appropriate documentation and resources normally used in the workplace.

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.

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Causes of conflict may include:	• refusal to follow directions and guidance • dissatisfaction of client with council service or information • disagreement between members of the public • disagreement between members of the organisation • ejection of persons • persons suffering from emotional distress • bystander behaviour
Legal requirements may include:	• relevant state and commonwealth legislation • decisions of relevant tribunals • roles and responsibilities • terms and conditions of employment
Negotiation techniques may include:	• strategic questioning and listening to gather information and direct the focus of the people involved • positive, confident and cooperative language • control of tone of voice and body language • using language and concepts appropriate to the people involved • using clear presentations of options and consequences • demonstrating flexibility and willingness to compromise • summarising positions and agreements made to confirm understanding between the negotiating parties
Communication techniques may include:	• verbal and non-verbal language • two-way interaction • constructive feedback • active listening • reflection and summarising
Social and cultural differences may include:	• verbal and non-verbal language • beliefs and values • religious or spiritual observances • relationships and family structures • social conventions • codes of conduct

Unit Sector(s)

Common

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MSFID4014 Produce digital models and documentation for interior design projects

Modification History

Release 1. Supersedes and is equivalent to MSFID5014 Use CAD applications to complete models and documentation for interior design projects.

Application

This unit describes the skills and knowledge required to review information about the design brief and proposed solution, and then use the features of computer-aided design (CAD) applications to produce models and extract two dimensional (2D) and three dimensional (3D) drawings and documentation in accordance with all standard practice notations and drawing protocols.

This unit applies to interior designers, including kitchen and bathroom designers.

No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must be applied.

Pre-requisite Unit

N/A

Unit Sector

Interior Decoration and Design

Elements and Performance Criteria

Elements	**Performance Criteria**
Elements describe the essential *outcomes.*	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Determine project requirements	1.1 Review and confirm project brief and its parameters 1.2 Identify drawing and documentation requirements based on examination of design concepts and proposed solutions 1.3 Confirm and check calculations and measurements for accuracy and cohesion 1.4 Select and prepare computing equipment and suitable software for use based on the project needs

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Elements	**Performance Criteria**
Elements describe the essential *outcomes.*	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
	1.5 Create customised template in accordance with individual workplace requirements
2. Produce 3D model and documentation	2.1 Design, create and apply layering strategy for project 2.2 Develop architectural library for relevant design components 2.3 Create custom designed library parts in accordance with operating system 2.4 Apply text, line, font and dimension styles 2.5 Use pan, zoom and orbit tools to navigate in the 2D and 3D windows within the model 2.6 Add text and notations to the drawing in accordance with drawing protocols 2.7 Add dimensions to the drawing in accordance with drawing protocols 2.8 Produce 3D detailed suite of rooms, complete with fenestration and doors on appropriate layers 2.9 Use advanced features of drawing tools to generate 3D form
3. Create 2D drawings and edit components	3.1 Create drawings from the model created 3.2 Use editing tools correctly to modify drawing elements and text 3.3 Modify, change or transfer object properties to a different layer
4. Render surfaces	4.1 Use CAD library to assign materials to surfaces and objects of the model 4.2 Explore and create new material surfaces that supplement library of materials 4.3 Edit texture, transparency, luminescence and patterns to achieve desired surface effects using shade settings 4.4 Include light fixtures in model and adjust parameters to achieve desired effects
5. Create and edit 3D views of the model	5.1 Create isometric, two and three point perspective views using a range of camera settings and rendering techniques 5.2 Reposition camera or target to provide alternate views using a variety of camera techniques 5.3 Create effect of natural and artificial lighting in 3D space to achieve photo realistic awareness of the 3D model and the effect of

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Elements	Performance Criteria
Elements describe the essential *outcomes.*	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
	light on surfaces 5.4 Examine rendering time considerations to achieve specific output.
6. Plot and print for final presentations	6.1 Save perspective views and make appropriate for final media presentation 6.2 Save appropriate views to meet requirements of brief 6.3 Create page layout for plotting and printing 6.4 Prepare page layout using saved views and documentation 6.5 Plot 2D documentation with appropriate line weights 6.6 Prepare slide show presentation using saved views and documentation
7. Save and back up files	7.1 Create folders and files in logical structure to store drawing projects 7.2 Save and file drawings to allow easy access according to workplace documentation system 7.3 Identify and compare appropriate techniques for reducing file size 7.4 Back-up copies of files in accordance with organisation procedures

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to MSFID5014 Use CAD applications to complete models and documentation for interior design projects.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0601ab95-583a-4e93-b2d4-cfb27b03ed73

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Assessment Requirements for MSFID4014 Produce digital models and documentation for interior design projects

Modification History

Release 1. Supersedes and is equivalent to MSFID5014 Use CAD applications to complete models and documentation for interior design projects.

Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit, and:

- designed and produced the following in accordance with the design concept and/or solution and the drafting and drawing protocols required by Australian Standards and the National Construction Code (NCC)
  - 2 sets of orthographic drawings comprising:
    - plans
    - elevations
    - sections
    - services
  - 2 3D perspective drawings.
  -

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- mathematical procedures for working with scale
- types of CAD equipment and procedures for their safe use, operation and maintenance
- CAD applications and their features, uses and limitations including those related to:
  - different views
  - layering
  - editing
  - rendering
- drafting and drawing codes and practices relevant to interiors including those for abbreviations
- 2D and 3D drawing techniques
- documentation control procedures
- types of challenges that occur using CAD, and how to avoid and respond.
-

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Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions and contingencies. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
  - design information for documentation
  - information technology hardware
  - CAD software.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0601ab95-583a-4e93-b2d4-cfb27b03ed73

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MSL934005 Contribute to the ongoing development of HACCP plans

Modification History

Release	Comments
Release 1	This version was released in *MSL Laboratory Operations Training Package Release 2.0.* Supersedes and equivalent to MSL934001 Contribute to the ongoing development of HACCP plans. Foundation skill information added. Range of conditions removed. Assessment requirements amended.

Application

This unit of competency describes the skills and knowledge to collect and analyse data obtained from hazard analysis and critical control points (HACCP) records. Personnel are required to implement approved corrective actions and complete the review and update of documents and systems related to HACCP plans.

This unit of competency applies to technical assistants working in the food processing, manufacturing and pharmaceutical industry sectors. This unit of competency is relevant to experienced technical officers who may work individually or as part of a team. Members of a HACCP team contribute a range of expertise and relevant technical support. They would normally share responsibilities for the development of a HACCP plan.

No licensing or certification requirements exist at the time of publication. However, regulations and/or external accreditation requirements for laboratory operations exist, so local requirements should be checked. Relevant legislation, industry standards and codes of practice within Australia must also be applied.

Pre-requisite Unit

Nil

Competency Field

Quality

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Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	**Review existing HACCP plans**	1.1	Collect data and results from HACCP records
		1.2	Identify major and minor non-conformances to the HACCP plan
		1.3	Monitor critical control points to confirm performance
		1.4	Analyse problem areas using appropriate quality improvement tools and techniques
		1.5	Suggest corrective actions and strategies to prevent recurrence of the problem
		1.6	Document required amendments to the HACCP plan
		1.7	Report and present recommendations to appropriate personnel
2	**Provide support for the implementation of HACCP plans**	2.1	Analyse roles, duties and current competency of associated personnel in relation to HACCP responsibilities
		2.2	Identify training needs and skill development in relation to the successful implementation of the HACCP plan and assist with delivery
		2.3	Maintain resource requirements to support HACCP plan
3	**Review the implementation plan**	3.1	Implement any approved recommendations
		3.2	Update any changes to the HACCP plan documents
		3.3	Validate the effectiveness of changes to the HACCP plan

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

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- Oral communication skills to work effectively as part of a team.

Other foundation skills essential to performance are explicit in the performance criteria of this unit.

Unit Mapping Information

Equivalent to MSL934001 Contribute to the ongoing development of HACCP plans, Release 1.

Links

MSL Laboratory Operations Companion Volume Implementation Guide is available from VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5c63a03b-4a6b-4ae5-9560-1e3c5f462baa

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Assessment Requirements for MSL934005 Contribute to the ongoing development of HACCP plans

Modification History

Release	Comments
Release 1	This version was released in *MSL Laboratory Operations Training Package Release 2.0.* Supersedes and equivalent to MSL934001 Contribute to the ongoing development of HACCP plans. Foundation skill information added. Range of conditions removed. Assessment requirements amended.

Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit, and:

- actively contributed to the development of at least one HACCP plan, either individually or as part of a team, including:
  - monitoring and evaluating effectiveness of changes within the context of the ongoing development of HACCP plan
  - consulting and communicating appropriately with associated personnel.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- the seven principles of HACCP and relationship to food or pharmaceutical safety, benefits of HACCP and preliminary steps for HACCP
- HACCP plan contents, including:
  - critical control points and control limits
  - consequences of non-conforming products being identified
- products and services provided by the workplace, and production process
- layout of the workplace, divisions and laboratory
- organisational structure of the workplace, communication channels and consultative arrangements
- role of laboratory services to the workplace and customers
- scheduling of tests and procedures to meet customer requirements
- quality policy, procedures and responsibilities of job role
- workplace procedures associated with the candidate's regular technical duties
- methods used to monitor each critical, quality and regulatory control point

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- methods for systematically investigating and responding to problems
- flow charts, symbols, control charts, control limits and control measures
- equipment and instrument calibration requirements
- procedures for addressing non-compliance and continuous improvement practices
- legal, ethical and work health and safety (WHS) requirements specific to the work task.

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions and contingencies. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
  - HACCP plans
  - workplace quality procedures and manuals.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

MSL Laboratory Operations Companion Volume Implementation Guide is available from VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5c63a03b-4a6b-4ae5-9560-1e3c5f462baa

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MSMSUP301 Apply HACCP to the workplace

Modification History

Release 1. Supersedes and is equivalent to MSAPMSUP301A Apply HACCP to the workplace

Application

This unit of competency covers the skills and knowledge required to apply the hazard analysis and critical control point (HACCP) principles to the manufacture of products to be used in contact with food, beverages, pharmaceuticals or similar situations.

It applies to senior operators who are required to use a HACCP-based approach to analyse food, beverage or pharmaceutical safety risks, define controls and corrective action procedures, and ensure the system is working effectively.

The operator will have detailed operational and process knowledge but is not required to demonstrate 'hands on' operation of equipment as part of this competency.

HACCP is an internationally recognised systematic approach to identifying and controlling food and related safety hazards.

Related acronyms are used in this competency:

- CCP - critical control points
- CCF - critical control factors
- CCL - critical control limits
- HAT - hazard analysis table.

This unit of competency applies to an individual working alone or as part of a team or group and working in liaison with other shift team members and the control room operator as appropriate.

This unit of competency applies to all work environments and sectors within the industry where the product comes into contact with food, beverages or pharmaceuticals or otherwise requires 'food standards' to be maintained.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

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Pre-requisite Unit

Nil

Competency Field

Support

Unit Sector

Elements and Performance Criteria

Elements describe the essential outcomes		Performance criteria describe the performance needed to demonstrate achievement of the element	
1	Apply a HAT to an existing process	1.1	Identify CCPs
		1.2	Recognise CCFs which are outside of or approaching CCLs
		1.3	Describe hazard related to CCFs and CCLs
		1.4	Implement corrective action in accordance with HAT
2	Develop/modify a HACCP	2.1	Conduct a hazard analysis
		2.2	Determine the CCPs
		2.3	Establish critical limits
		2.4	Establish/modify a system to monitor control of the CCPs
		2.5	Establish the corrective action to be taken when monitoring indicates that a particular CCP is not under control
		2.6	Establish procedures for verification to confirm that the HACCP system is working effectively
		2.7	Establish/modify documentation concerning all procedures and records appropriate to these principles and their application.

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3	Interpret HACCP/HAT to another worker	3.1	Explain the purpose and rationale of HACCP
		3.2	Identify CCPs, CCFs and CCLs
		3.3	Describe indicators of CCFs not within their CCLs
		3.4	Describe impact of non-conformances
		3.5	Demonstrate corrective action
		3.6	Monitor worker implementing HACCP in their job

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Regulatory framework

The latest version of all legislation, regulations, industry codes of practice and Australian/international standards, or the version specified by the local regulatory authority, must be used, and include one or more of the following:

- Codex Alimentarius
- legislative requirements, including work health and safety (WHS)
- industry codes of practice and guidelines
- environmental regulations and guidelines
- Australian and other standards
- licence and certification requirements

Procedures

All operations must be performed in accordance with relevant procedures.

Procedures are written, verbal, visual, computer-based or in some other

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form, and include one or more of the following:

- work instructions
- standard operating procedures (SOPs)
- safe work method statements (SWMS)
- formulas/recipes
- batch sheets
- temporary instructions
- any similar instructions provided for the smooth running of the plant.

Hazards

Hazards include one or more of the following:

- biological
- chemical
- physical
- product contamination
- material contamination
- methods/routes of exposure and contamination

Non-routine problems

Non-routine problems must be resolved by applying operational knowledge to develop new solutions, either individually or in collaboration with relevant experts to:

- determine problems needing action
- determine possible fault causes
- develop solutions to problems which do not have a known solution
- follow through items initiated until final resolution has occurred
- report problems outside area of responsibility to designated person

Non-routine problems are unexpected problems, or variations of previous problems and include one or more of the following

- recognising CCFs approaching the CCLs
- determining corrective action from HAT
- applying HACCP principles to situations not directly covered by HAT
- recognising the need for a new/modified HACCP/HAT
- modifying HACCP/HAT to meet changes circumstances

Operational knowledge includes one or more of the following:

- procedures
- training
- technical information, such as journals and engineering specifications

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- remembered experience
- relevant knowledge obtained from appropriate people

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSAPMSUP301A Apply HACCP to the workplace

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=d1287d36-dff4-4e9f-ad2c-9d6270054027

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Assessment Requirements for MSMSUP301 Apply HACCP to the workplace

Modification History

Release 1. Supersedes and is equivalent to MSAPMSUP301A Apply HACCP to the workplace

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria and demonstrate the ability to:

- recognise HACCP/HAT issues and take appropriate corrective action
- analyse process and material variations in terms of the HACCP and determine appropriate actions
- apply HACCP principles to develop a new and/or modify and existing HACCP as part of a team
- communicate effectively with relevant personnel to convey technical information
- apply operational knowledge to non-routine problems
- write technical reports and HACCP/HAT tables
- interpret quantitative data, make comparisons and interpretations.

Knowledge Evidence

Evidence must be provided that demonstrates knowledge of:

- 'seven principles' of HACCP
- importance of CCPs, CCFs and CCLs
- relevance of HAT to routine production
- impacts of variations in materials, process and product on HACCP.

Assessment Conditions

- The unit should be assessed holistically and the judgement of competence based on a holistic assessment of the evidence.
- The collection of performance evidence:
  - should occur over a range of situations which include typical disruptions to normal, smooth operations
  - will typically include a supervisor/third-party report focusing on consistent performance and problem recognition and solving. A supervisor/third-party report must be prepared by someone who has a direct, relevant, current relationship with the person being assessed and who is in a position to form a judgement on workplace performance relevant to the unit of competency
  - must include the use of HACCP tools in the workplace

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    - may use industry-based simulation for part only of the unit particularly where safety, lack of opportunity or significant cost is an issue.
- Assessment should occur in operational workplace situations. Where this is not possible, or where personal safety or environmental damage are limiting factors, assessment must occur in a sufficiently rigorous simulated environment reflecting realistic operational workplace conditions. This must cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.
- Assessment in a simulated environment should use evidence collected from one or more of:
    - walk-throughs
    - demonstration of skills
    - industry-based case studies/scenarios
    - 'what ifs'.
- Knowledge evidence may be collected concurrently with performance evidence (provided a record is kept) or through an independent process, such as workbooks, written assessments or interviews (provided a record is kept).
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications associated with this unit.
- The regulatory framework will be reflected in workplace policies and procedures and is not required to be independently assessed.
- Foundation skills are integral to competent performance of the unit and should not be assessed separately.
- As a minimum, assessors must satisfy the Standards for Registered Training Organisations 2015 assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=d1287d36-dff4-4e9f-ad2c-9d6270054027

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PMAOMIR210 Control evacuation to muster point

Modification History

Release 1. Supersedes and is equivalent to PMAOMIR210B Control evacuation to muster point

Application

This unit of competency covers the skills and knowledge required to coordinate and control evacuation to a designated muster point.

This unit of competency applies to operators who are required to assess an incident; prepare for and control evacuation, including people requiring assistance; conduct head counts; respond to first aid and other needs of evacuees; and maintain communications and safety throughout these activities.

Generally the person would be part of a team during the incident but may be required to act independently. At all times they would be liaising and cooperating with other members of the team.

No licensing, legislative or certification requirements apply to this unit at the time of

Pre-requisite Unit

Nil

Competency Field

Incident readiness and response

Unit Sector

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	**Prepare to evacuate**	1.1	Recognise alarm or other signs of incident
		1.2	Determine nature and location of incident, wind

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			direction and other relevant information
		1.3	Assess incident situation and instigate relevant procedure
		1.4	Predict probable changes/escalation to incident
		1.5	Prepare the area and personnel for evacuation
		1.6	Facilitate incident roles and the operation of incident response stations according to procedures
		1.7	Coordinate incident response actions according to procedures
		1.8	Maintain communication channels with relevant personnel
2	**Control evacuation**	2.1	Identify hazards associated with evacuation
		2.2	Identify and communicate most appropriate path for evacuation to the desired muster point
		2.3	Implement relevant hazard control procedures
		2.4	Initiate evacuation when appropriate
		2.5	Ensure evacuation of mobility/sensory-impaired people
		2.6	Control incident evacuation according to procedures
		2.7	Undertake roll call of evacuated persons
		2.8	Communicate required details of evacuation to relevant personnel
3	**Complete evacuation**	3.1	Arrange and coordinate the first aid, welfare and other needs of evacuated persons
		3.2	Maintain control over evacuees
		3.3	Arrange for/provide assistance to the incident controller as required
		3.4	Maintain communication channels with relevant personnel

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3.5 Move evacuees to a new location, or dismiss and return to work

3.6 Debrief evacuees and seek possible improvements

3.7 Complete all required records and reporting

3.8 Make recommendations for improvements to be incorporated into procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Regulatory framework

The latest version of all legislation, regulations, industry codes of practice and Australian/international standards, or the version specified by the local regulatory authority, must be used, and include one or more of the following:

- legislative requirements, including work health and safety (WHS)
- industry codes of practice and guidelines
- environmental regulations and guidelines
- Australian and other standards
- licence and certification requirements

All operations to which this unit applies are subject to stringent health, safety and environment (HSE) requirements, which may be imposed through state/territory or federal legislation, and these must not be compromised at any time. Where there is an apparent conflict between performance criteria and HSE requirements, the HSE requirements take precedence.

Tools and

Tools and equipment include one or more of the following:

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equipment

- hard hats
- armbands
- torches
- smoke hoods
- lifejackets
- incident communications equipment
- check lists and floor plans

Procedures All operations must be performed in accordance with relevant procedures.

Procedures are written, verbal, visual, computer-based or in some other form, include one or more of the following:

- emergency procedures
- work instructions
- standard operating procedures (SOPs)
- safe work method statements
- formulas/recipes
- batch sheets
- temporary instructions
- any similar instructions provided for the smooth running of the plant.
-

Hazards Hazards include one or more of the following:

- spread of fire
- threat to adjoining areas
- danger of explosion
- loss of communications
- falling or shifting debris
- obstruction of evacuation routes
- heat, smoke, darkness, dust or other atmospheric hazards
- electricity
- gas
- gases and liquids under pressure
- structural hazards
- structural collapse
- equipment failures
- industrial (machinery, equipment and product)
- equipment or product mass
- noise, rotational equipment or vibration
- plant services (steam, condensate and cooling water)
- limited head spaces or overhangs

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- working at heights, in restricted or confined spaces, or in environments subjected to heat, noise, dusts or vapours
- hazardous products and materials
- unauthorised personnel
- sharp edges, protrusions or obstructions
- slippery surfaces, spills or leaks
- extreme weather
- other hazards that might arise

Unit Mapping Information

Release 1. Supersedes and is equivalent to PMAOMIR210B Control evacuation to muster point

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=9fc2cf53-e570-4e9f-ad6a-b228ffdb6875

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Assessment Requirements for PMAOMIR210 Control evacuation to muster point

Modification History

Release 1. Supersedes and is equivalent to PMAOMIR210B Control evacuation to muster point

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria, and include the ability to:

- assess incident situation, related hazards and likely changes/escalation and apply procedures
- coordinate people and activities to effect evacuation according to procedures
- monitor and account for evacuees
- respond to needs of evacuees, including those who are injured, impaired and/or require other support
- communicate effectively with evacuees, incident controller and other personnel under stress
- complete forms and records.

Knowledge Evidence

Evidence must be provided that demonstrates knowledge of:

- organisational procedures, including those covering:
  - safety, hazards and hazard control
  - incident, fire and accident
  - emergency response plans
  - communication systems
- hazards that may arise in an incident and risk controls
- accounting procedures and analysis of reports from evacuation areas
- types of first aid and welfare responses available in an emergency.

Assessment Conditions

- The unit should be assessed holistically and the judgement of competence based on a holistic assessment of the evidence.
- Typically this evidence might be expected to be collected during an emergency drill.
- The collection of performance evidence:
  - should occur over a range of situations which include typical disruptions to normal, smooth operations

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  - will typically include a supervisor/third-party report focusing on consistent performance and problem recognition and solving. A supervisor/third-party report must be prepared by someone who has a direct, relevant, current relationship with the person being assessed and who is in a position to form a judgement on workplace performance relevant to the unit of competency
  - must include the use of appropriate tools, equipment and safety gear requiring demonstration of evacuation and mustering procedures
  - may use industry-based simulation for all or part of the unit particularly where safety, lack of opportunity or significant cost is an issue.
- Assessment should occur in operational workplace situations. Where this is not possible, or where personal safety or environmental damage are limiting factors, assessment must occur in a sufficiently rigorous simulated environment reflecting realistic operational workplace conditions. This must cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.
- Assessment in a simulated environment should use evidence collected from one or more of:
  - walk-throughs
  - pilot plant operation
  - demonstration of skills
  - industry-based case studies/scenarios
  - ‘what ifs’.
- Knowledge evidence may be collected concurrently with performance evidence (provided a record is kept) or through an independent process, such as workbooks, written assessments or interviews (provided a record is kept).
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications associated with this unit.
- The regulatory framework will be reflected in workplace policies and procedures and is not required to be independently assessed.
- Foundation skills are integral to competent performance of the unit and should not be assessed separately.
- Assessors must satisfy the assessor competency requirements that are in place at the time of the assessment as set by the VET regulator.
- In addition, the assessor or anyone acting in subject matter expert role in assessment must demonstrate both technical competency and currency. If the assessor cannot demonstrate technical competency and currency they must assess with a subject matter expert who does meet these requirements.
- Technical competence can be demonstrated through one or more of:
  - relevant VET or other qualification/Statement of Attainment
  - appropriate workplace experience undertaking the type of work being assessed under routine and non-routine conditions

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  - appropriate workplace experience supervising/evaluating the type of work being assessed under routine and non-routine conditions
- Currency can be demonstrated through one or more of:
  - being currently employed undertaking the type of work being assessed
  - being employed by the organisation undertaking the type of work being assessed and having maintained currency in accordance with that organisation's policies and procedures
  - having consulted/had contact with an organisation undertaking the type of work being assessed within the last twelve months, the consultation/contact being related to assessment
  - conducting on-the-job training/assessments of the type of work being assessed
  - being an active member of a relevant professional body and participating in activities relevant to the assessment of this type of work

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=9fc2cf53-e570-4e9f-ad6a-b228ffdb6875

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PSPCRT007 Compile and use official notes

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPCRT406C Compile and use official notes. • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to keep notes and use them to give evidence in court, prepare statements and compile reports, including incident reports. It includes applying knowledge of the essential elements of note taking, statement and report preparation; and legislative and organisational requirements for the structure and content of official reports.

This unit applies to those working within the court system operating under procedures set by the court.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to, particularly those set by the court.

Those undertaking this unit would generally work independently with occasional supervisory responsibilities. They would perform complex tasks in a range of familiar and unfamiliar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

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Competency Field

Courts

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Record and retain original notes	1.1 Use official notebooks to record original notes relating to incidents and occurrences in appropriate format and timeframe. 1.2 Make notes that meet content and sequencing requirements within required timeframes. 1.3 Record identifying information retain and secure for the length of time required by law.
2. Use notes to make statements	2.1 Use notes to refresh memory and provide factual basis for statements. 2.2 Maintain receipts and bank records. 2.3 Format details for statements.
3. Use notes to give evidence	3.1 Use notes to refresh memory prior to giving evidence, enabling concise and factual answers. 3.2 Request authority of presiding official to refer to notes while giving evidence in court. 3.3 Present factual, correctly sequenced evidence that reflects information in notes. 3.4 Employ presentation standards.
4. Compile reports	4.1 Collect, analyse and organise information for reports into a logical sequence according to the purpose and audience of each report. 4.2 Format reports to meet organisational requirements for structure, style and content. 4.3 Complete incident reports containing all required information and outcomes. 4.4 Produce reports required for information management systems.

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Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

ACSF levels indicative of performance:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Learning NA					Reading					Writing					Oral communication					Numeracy				

Performance variables:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Support					Context					Text complexity					Task complexity				

Further information on ACSF and the foundation skills underpinning this unit can be found in the Foundation Skills Guide on the GSA website.

Unit Mapping Information

This unit supersedes and is equivalent to PSPCRT406C Compile and use official notes.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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Assessment Requirements for PSPCRT007 Compile and use official notes

Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. • Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- applying legislation, rules, and organisational practices and procedures including WHS relating to official note taking or working in an office environment
- interpreting notes and giving evidence
- taking notes sequencing events chronologically
- compiling reports
- assigning report and file numbers
- operating equipment and/or technology to prepare reports

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- reasons for and key requirements of note taking for official purposes
- essential elements of a report
- legislative and organisational requirements for structure and content of official reports and statements
- requirements for giving evidence
- information management including retention and security of notes

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Assessment Conditions

Assessment of this unit requires evidence gathered over time in a workplace environment or one that closely resembles normal work practice and replicates the diverse conditions likely to be encountered when compiling and using official notes.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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PSPLND001 Investigate tenure and land use history

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPLAND302A Investigate tenure and land use history. • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to investigate a tenure and land use history. It includes identifying land, reading plans and/or maps, searching records, interpreting information, recording investigation findings and organising plans and/or diagrams.

This unit applies to those working to form a history of land use and tenure.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work independently, performing routine tasks in a range of familiar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Public land administration

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Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Identify land	1.1 Obtain sufficient details to identify the map, plan or aerial photo containing the area of land. 1.2 Locate the area of land on the map, plan and aerial photo using the information gathered.
2. Read plans and/or maps	2.1 Establish the purpose of the plan and/or map. 2.2 Identify the type of information that can be obtained from the different types of plans and/or maps. 2.3 Obtain information from the plan and/or map to suit the intended purpose.
3. Search public land records	3.1 Establish the purpose for the investigation of tenure and/or land use history to determine the level of detail required. 3.2 Access and search electronic data sources. 3.3 Identify key repositories and access data sources and historic records to obtain information relating to the identified land. 3.4 Conduct consultations when necessary to identify and/or corroborate tenure and/or land use information. 3.5 Source and analyse all available land records related to the area and compile evidence in accordance with the purpose of the investigation.
4. Interpret information	4.1 Interpret legislation relevant to the jurisdiction. 4.2 Interpret information in tenure related and land use documentation. 4.3 Obtain expert assistance for interpretation as required. 4.4 Identify and analyse evidence of past and present tenure and/or land use.
5. Record investigation findings	5.1 Compile chronology of tenure and/or land use history with sufficient detail to meet the investigations purpose. 5.2 Record history to suit the intended purpose and audience. 5.3 Present findings.
6. Organise plans/diagrams	6.1 Establish the purpose of the plan or diagram. 6.2 Access and obtain the information and resources required to arrange for the diagram or plan. 6.3 Check the diagram or plan to see that it suits the intended purpose.

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Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPLAND302A Investigate tenure and land use history.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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Assessment Requirements for PSPLND001 Investigate tenure and land use history

Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. • Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- finding information in systems, databases and other sources
- researching data repositories, including libraries and archives
- interpreting legislation and instruments
- interpreting tenure documents, correspondence, maps, plans
- reading a gazette
- using microfiche
- producing accurate reports, setting out facts in logical sequence
- making assessments of facts where interpretation is required

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- the organisation’s spatial and textual information systems, databases and archival storage/s
- land tenure legislation, tenure types and the effect of these
- maps, plans, title documents and related legal matter
- sources of historical information and how to access them
- public sector legislation, including work health and safety, environment, privacy and diversity

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Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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PSPLND002 Compile and check survey plans

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPLAND308A Compile and check survey plans. • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to prepare a compiled survey plan to industry standards. This includes checking the plan to ensure compliance with organisational requirements and industry standards.

This unit applies to those working as land surveyors.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work independently, while performing routine tasks in a familiar context.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Public land administration

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Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Check a survey plan	1.1 Check survey plans to ensure compliance with specialised requirements and industry standards. 1.2 Refer any discrepancies or abnormalities to the appropriate personnel for verification or amendment. 1.3 Endorse approval.
2. Compile a survey plan	2.1 Access and gather information and resources required. 2.2 Check the compiled plan to ensure it is mathematically correct. 2.3 Ensure the plan is endorsed by the appropriate personnel.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPLAND308A Compile and check survey plans.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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Assessment Requirements for PSPLND002 Compile and check survey plans

Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. • Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- compiling and preparing survey plans
- interpreting survey plans
- checking survey plans
- calculating a survey close
- converting imperial dimensions to metric
- creating an easement or covenant

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- land titles office guidelines for plan preparation and lodgement
- distance calculations and geometry
- past and current survey techniques and practices
- easement or covenant creation
- public sector legislation, including work health and safety, environment, privacy and diversity in the context of compiling and checking survey plans

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Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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PSPLND012 Review planning documents and environmental assessments

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPLAND501A Review planning documents and environmental assessments. • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to review planning documents and environmental assessments. It includes documenting reviews and consulting with authorities and/or other parties where required.

This unit applies to those working in administration roles dealing with the review of planning documents and environmental assessments.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work independently, while performing complex tasks in a range of familiar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

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Competency Field

Public land administration

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Review planning documents and/or environmental assessments	1.1 Establish the purpose of the planning document and/or environmental assessment involving public land. 1.2 Identify the impact of the likely effects of the proposal as submitted on public land. 1.3 Ensure that any proposal is in accordance with legislative requirements and policies relating to public land. 1.4 Follow statutory and organisational procedures. 1.5 Prepare and direct documentation associated with the review. 1.6 Make responses within the specified timeframe.
2. Consult with other authorities and/or parties	2.1 Establish the authorities and/or parties that need to be consulted. 2.2 Direct the information submitted to all authorities and/or parties promptly. 2.3 Prepare a coordinated response using the information supplied through consultation.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPLAND501A Review planning documents and environmental assessments.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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Assessment Requirements for PSPLND012 Review planning documents and environmental assessments

Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. • Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- assessing impacts of development on public land
- interpreting policy and strategies
- interpreting documents, including planing documents, engineering and construction plans, aerial photographs, electronic mapping
- communicating with a diverse range of stakeholders to enable a coordinated response
- preparing a response involving negotiation of an agreed position

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- public sector legislation, including work health and safety and environment, regulations, policies and practices relating to public land administration and land use planning approvals
- legal implications of a development on public land
- risk management
- departmental delegations

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Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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PSPREG006 Produce formal record of interview

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPREG407B Produce formal record of interview. • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to produce formal records of interview. It includes preparing for, conducting and record interviews.

This unit applies to those working in public sector roles conducting regulatory activities.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to, particularly those related to WHS and environment in the context of conducting interviews.

Those undertaking this unit would work independently, performing routine tasks, in a range of contexts including some that are unfamiliar or unpredictable.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Regulatory

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Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Prepare for interview	1.1 Develop interview plan. 1.2 Determine venue, equipment and personnel to be involved in or excluded from the interview. 1.3 Identify exhibits to be used in the interview and make readily available for reference. 1.4 Asses risks associated with the interview and instigate procedures for ensuring the safety of self and others.
2. Conduct and record interview	2.1 Provide interviewee with preliminary advice and question to ensure their understanding of the interview process and their rights. 2.2 Use questioning techniques to gather information, and test and confirm its relevance, reliability and sufficiency, prior to concluding the interview. 2.3 Introduce and fully describe exhibits. 2.4 Conduct, record and conclude interview in accordance with the rules of evidence so that outcomes are admissible in evidence. 2.5 Produce a true record of interview and complete post-interview procedures.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPREG407B Produce formal record of interview.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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Assessment Requirements for PSPREG006 Produce formal record of interview

Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. • Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- using interviewing techniques and varying style and language structure to suit situation and interviewee(s)
- using techniques to defuse potentially dangerous situations
- engaging in exchanges of sometimes complex oral information
- using diverse communication techniques
- engaging in questioning that meets legal requirements for admissibility
- undertaking research, analysis and problem solving
- using judgment, to test the veracity of information and vary questions and interviewing techniques to suit
- preparing interview documentation requiring accuracy of expression and formality in structure and format
- operating technical and electronic equipment

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- organisational policies and guidelines relating to formal interviews
- interview techniques and points of proof
- rules of evidence and admissibility
- use of caution

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- legal and ethical considerations for conducting interviews involving juveniles, Aboriginal and Torres Strait Islander peoples and disciplinary matters
- diversity issues in the context of interviewing suspects, witnesses and others
- procedures for using interpreters
- legal and organisational requirements for documentation
- legal requirements relating to electronic recording equipment
- public sector legislation relating to producing a formal record of interview

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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PSPREG017 Undertake compliance audits

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPREG417A Undertake compliance audits. • Unit code updated • Content and formatting updated to comply with the new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to perform comprehensive compliance audits. It includes assisting in and undertaking preliminary audit planning, undertaking compliance audits as a member of a team, dealing with audit issues, and contributing to the reporting and presentation of audit findings.

This unit applies to those working in public sector roles conducting regulatory activities.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work independently as part of a team, performing complex tasks in a range of familiar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Regulatory

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Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Assist in audit planning	1.1 Identify the audit objectives, scope and focus. 1.2 Identify relevant operational and information systems in the audit context. 1.3 Identify audit team roles and key audit techniques. 1.4 Prepare an audit plan that meets organisational requirements and the objectives of the audit. 1.5 Prepare audit documentation. 1.6 Conduct pre audit communication with the client to be audited.
2. Undertake preliminary activities	2.1 Identify concepts, systems and reports relevant to the audit. 2.2 Perform analytical checks are performed. 2.3 Make and consider initial assessment to ensure it is appropriate and accurate. 2.4 Identify appropriate and significant controls and design control tests. 2.5 Undertake risk assessment activities to determine risks and risk treatments necessary.
3. Undertake audit activity as a member of a team	3.1 Identify sampling techniques to suit audit requirements and apply. 3.2 Test and assess controls in accordance with the audit plan 3.3 Conduct substantive testing when necessary. 3.4 Select and use technology in line with audit requirements. 3.5 Prepare audit documentation and working papers according to the established format.
4. Deal with audit issues	4.1 Identify and refer situations requiring specialist input. 4.2 Identify and refer situations requiring referral to other areas or agencies promptly. 4.3 Deal with issues which arise during the audit in a professional manner.
5. Contribute to the reporting and presentation of audit findings	5.1 Prepare audit reports in the approved format. 5.2 Conduct discussions with the client on audit findings in a professional manner. 5.3 Prepare internal reports in the required style and format. 5.4 Make final recommendations on action promptly. 5.5 Receive responses to audit recommendations and finalise the

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	audit. 5.6 Record audit findings in information management systems.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPREG417A Undertake compliance audits.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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Assessment Requirements for PSPREG017 Undertake compliance audits

Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. • Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- identifying problems and solutions
- using decision-making using sound judgment
- undertaking research and analysis
- evaluating conflicting requirements
- using negotiation and conflict resolution techniques
- engaging in teamwork
- adjusting communication to suit different audiences
- writing ongoing and final reports, and official correspondence
- using scanning techniques
- reading complex and formal documents using information technology for preparing written advice and reports requiring precision of expression

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- knowledge of principal and allied legislation, policies and procedures, including aspects of criminal law and administrative law relating to the outcomes of compliance audits
- principles of auditing as detailed in organisational policies
- duties and responsibilities of auditors
- testing procedures and methods of inquiry

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- industry knowledge
- requirements for security of documents and information
- procedures for declaring conflicts of interest
- protocols for reporting fraud, corruption and maladministration
- fundamental ethical principles in the handling of documents and information, natural justice, procedural fairness, respect for persons and responsible care
- other ethics standards, including professional standards
- public sector values/ethics and code of conduct
- public sector legislation

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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PSPSEC009 Handle sensitive information

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPSEC405A Handle security classified information. • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice • Unit title changed to better reflect unit outcomes • PC 3.1 and 3.2 merged

Application

This unit describes the skills required to receive, deal with, maintain and dispose of sensitive information.

This unit applies to those working in a security role where they would receive, deal with and maintain sensitive information.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would generally work independently, as part of a team and with occasional supervisory responsibilities. They would perform complex tasks in a range of familiar and unfamiliar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

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Competency Field

Security

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Receive sensitive information	1.1 Receive and check sensitive information to ensure transmission protocols have been exercised. 1.2 Take action if protocols have not been adhered to. 1.3 Record sensitive information.
2. Deal with sensitive information	2.1 Review sensitive information to ensure classification meets the security policy for protection of information. 2.2 Review aggregated sensitive information to ensure that it is classified. 2.3 Check classification requirement to ensure it is warranted, and the level of protection is assigned in accordance with the consequences that might result from any compromise of the information's confidentiality, integrity and availability. 2.4 Contact originators of information responsible for classifying the documents to discuss reclassification or declassification where necessary. 2.5 Transmit sensitive information. 2.6 Obtain expert advice as required.
3. Maintain sensitive information	3.1 Secure and account for sensitive information. 3.2 Dispose of sensitive information.

Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

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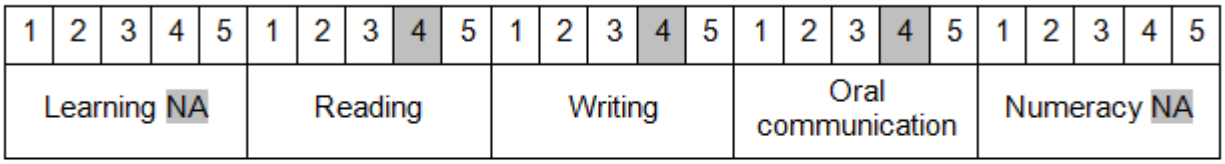
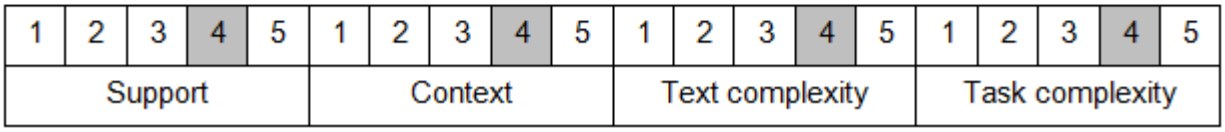
ACSF levels indicative of performance:



Performance variables:



Further information on ACSF and the foundation skills underpinning this unit can be found in the Foundation Skills Guide on the GSA website.

Unit Mapping Information

This unit supersedes and is equivalent to PSPSEC405A Handle security classified information.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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Assessment Requirements for PSPSEC009 Handle sensitive information

Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. • Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least two occasions.

- applying legislation, regulations and policies relating to government security management
- applying security classification systems
- using analysis and problem solving
- tailoring communication to the needs of a diverse range of people inside and outside the organisation who classify, transmit or advise on sensitive information

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- legislation, regulations, policies, procedures and guidelines relating to government security management
- standards for management of sensitive information
- classification system for national security and non-national security information
- procedures for confirming initial security classifications
- international protocols and treaties impacting on government security management
- available sources of expert advice
- procedures relating to WHS and environment in the context of government security management
- equity and diversity principles

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Assessment Conditions

Assessment of this unit requires a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when handling sensitive information.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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PSPSEC010 Provide government security briefings

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPSEC406A Provide government security briefings. • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice • PC 1.3 and 1.4 merged

Application

This unit describes the skills required to organise and conduct security briefings which may be delivered face to face, via telecommunication means or briefing papers.

This unit applies to those working in the security sector with some responsibility for determining the need for, and the provision of security briefings.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit will be working as part of a team or independently where support is available for more complex situations. They will perform complex tasks in a range of familiar and unfamiliar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

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Competency Field

Security

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Organise security briefing	1.1 Determine the need for a security briefing and select relevant methodology. 1.2 Determine briefing purpose, level, structure and content. 1.3 Prepare a plan for the briefing including participants to be involved and materials required.
2. Conduct security briefing	2.1 Outline the purpose and structure of the briefing to participants according to the briefing plan. 2.2 Encourage active oral or written participation. 2.3 Convey organisational and legislated government security requirements using language and examples adapted to levels of understanding and diverse needs. 2.4 Check understanding of security requirements and the consequences of non-compliance and provide further information as required. 2.5 Conduct briefing. 2.6 Record outcomes and complete a report of the briefing where required.

Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

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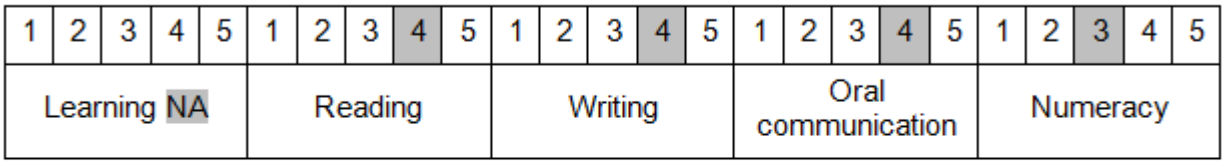
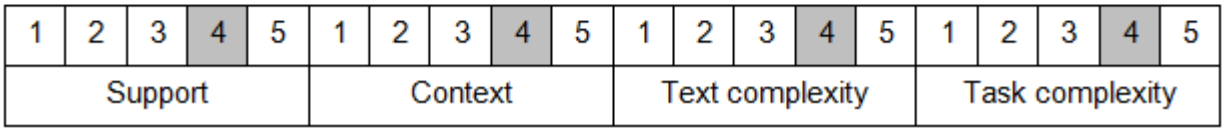
ACSF levels indicative of performance:



Performance variables:



Further information on ACSF and the foundation skills underpinning this unit can be found in the Foundation Skills Guide on the GSA website.

Unit Mapping Information

This unit supersedes and is equivalent to PSPSEC406A Provide government security briefings.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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Assessment Requirements for PSPSEC010 Provide government security briefings

Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. • Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least two occasions.

- applying legislation, regulations and policies relating to government security management
- preparing briefing plans
- communicating one-on-one and in a group with a diverse range of participants
- providing feedback and encouraging contributions/active participation from participants

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- legislation, regulations, policies, procedures and guidelines relating to government security management
- organisational guidelines and procedures for briefings and debriefings
- requirements of incident-related briefings/debriefings

Assessment Conditions

Assessment of this unit requires a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when providing security briefings.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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PSPSEC015 Communicate security awareness

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPSEC506A Communicate security awareness. • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice • PC 2.3, 2.4 and 2.5 merged • PC 5.1 and 5.4 removed

Application

This unit describes the skills required to promote security issues to improve government security management. It includes planning and designing awareness-raising activities, promoting security management and developing and nurturing cooperative client relationships.

This unit applies to those whose roles include promoting and conducting security awareness activities and evaluating their success.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to, particularly those related to ethical and security management standards, guidelines and codes of conduct when communicating security awareness.

Those undertaking this unit would normally work independently, initiating support from a range of established resources, while performing complex tasks in a range of contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

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Competency Field

Security

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Plan security awareness activities	1.1 Determine need for activities and consult clients and staff to establish priorities in the organisation's security plan. 1.2 Initiate, gather and assess ideas for new or improved activities, taking into account the human, financial and physical resources required. 1.3 Obtain approval for security awareness activities.
2. Design security awareness activities	2.1 Establish formal and informal networks of targeted individuals and groups and use these as communication channels. 2.2 Incorporate precedents in security management into awareness activities. 2.3 Design and produce information presentations and support materials as required. 2.4 Create awareness activities based on the organisation's corporate objectives, core business, culture and an understanding of its client base.
3. Promote government security management	3.1 Prepare and disseminate information relating to incidents and effects of non-compliance. 3.2 Develop and present information to promote government security management and meet the needs of a diverse audience.
4. Develop and nurture cooperative client relationships	4.1 Establish and document expectations of clients and contractors. 4.2 Anticipate opportunities, in consultation with work colleagues and managers, for establishing contacts and networks with external and internal clients. 4.3 Monitor and inform clients of changes in organisational focus which may affect organisation–client relationships. 4.4 Obtain feedback on organisational activities and report outcomes. 4.5 Facilitate stakeholder understanding of organisation's security management philosophy, policy and procedures. 4.6 Advise clients when and how to modify their practices to meet

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	organisational standards as required.
5. Conduct security management activities	5.1 Implement security management activities using adult learning methodologies and within existing resource and time constraints. 5.2 Identify intended outcomes based on expectations of the target audience. 5.3 Adapt and refine activities as indicated by audience engagement and responses.
6. Evaluate success of awareness raising activities	6.1 Evaluate security awareness activities against predetermined objectives. 6.2 Document results of evaluation and use as basis for planning future activities. 6.3 Identify and act upon opportunities for new security awareness activities as required. 6.4 Obtain evidence of status or changes in the type and level of security breaches as a result of activities.

Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

ACSF levels indicative of performance:

1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Learning NA	Reading	Writing	Oral communication	Numeracy

Performance variables:

1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Support	Context	Text complexity	Task complexity

Further information on ACSF and the foundation skills underpinning this unit can be found in the Foundation Skills Guide on the GSA website.

Unit Mapping Information

This unit supersedes and is equivalent to PSPSEC506A Communicate security awareness.

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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Assessment Requirements for PSPSEC015 Communicate security awareness

Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. • Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least two occasions.

- designing security management activities
- developing and maintaining client relationships
- tailoring activity sessions to the needs of adult learners and a variety of audiences
- managing time effectively to plan and facilitate security management activities within existing resource and time constraints
- delivering oral presentations
- explaining complex concepts and formal documents, including legislation, standards and codes of conduct
- using communication styles to suit different audiences and purposes

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

Operational knowledge of:

- agency structure and core business activities
- security and how it relates to the specific functions and activities of the organisation, together with an understanding of ethical standards required by the organisation of its staff and contractors and suppliers
- national strategic objectives relating to government security management

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- jurisdictional security requirements and strategic objectives
- cross-jurisdictional protocols
- international treaties and protocols
- the organisation's security risk management methodology
- security risk factors in the organisation
- identified instances of security breaches
- adult learning principles
- audience requirements
- anti-discrimination and diversity legislation
- legislation, policies and procedures relating to conduct of security management activities including WHS and environment

Assessment Conditions

Assessment of this unit requires evidence gathered over time in a workplace environment or one that closely resembles normal work practice and replicates the diverse conditions likely to be encountered when communicating security awareness.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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RIISTD201D Read and interpret maps

Modification History

Release	Comment
1	This unit replaces RIISTD201A Read and interpret maps
2	Removed irrelevant points in Knowledge Evidence; Editorial corrections
3	Required frequency and volume of evidence amended in Performance evidence. Substantial amendments made in Assessment Conditions field, including: references to Industry Sectors, assessor and subject matter expert experience requirements, how assessment should be conducted and what it should confirm.

Application

This unit describes a participant's skills and knowledge required to read and interpret maps in the Resources and Infrastructure Industries.

This unit is appropriate for those working in operational roles.

No licensing or certification requirements apply to this unit at the time of publication.

Elements and Performance Criteria

1. Plan and prepare for navigation	1.1 Access, interpret and apply navigation documentation and ensure the work activity is compliant 1.2 Obtain, interpret, clarify and confirm navigation information, work requirements and travel details 1.3 Select maps, equipment and navigation aids, and check for accuracy, currency and operational effectiveness 1.4 Identify faults/errors in maps and equipment, and record, report and address issues 1.5 Establish and maintain communication plan
2. Plan the route	2.1 Assess and select route to destination, consider information from map/plan/field observations 2.2 Examine maps, and identify relevant symbols, information and navigation data 2.3 Identify and locate current position in the field, on map/plan

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	using landmarks and key geographical features 2.4 Identify and locate required destination on map/plan 2.5 Review the map route/plan, field observations, and local knowledge 2.6 Identify potential hazards and plan risk control measures 2.7 Measure and estimate distance to destination using map scale for selected route 2.8 Document in writing planned route on a navigation data sheet
3. Conduct navigation	3.1 Navigate planned route and schedule 3.2 Orientate the map/plan to surroundings and planned route 3.3 Use and interpret navigation aids 3.4 Navigate alternative routes to bypass obstacles and improve efficiency of route or course 3.5 Maintain clear and concise communication during navigation activity

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

RIISTD201A Read and interpret maps

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272

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Assessment Requirements for RIISTD201D Read and interpret maps

Modification History

Release	Comment
1	This unit replaces RIISTD201A Read and interpret maps
2	Removed irrelevant points in Knowledge Evidence; Editorial corrections
3	Required frequency and volume of evidence amended in Performance evidence. Substantial amendments made in Assessment Conditions field, including: references to Industry Sectors, assessor and subject matter expert experience requirements, how assessment should be conducted and what it should confirm.

Performance Evidence

Evidence is required to be collected that demonstrates a candidate's competency in this unit. Evidence must be relevant to the roles within this sector's work operations and satisfy all of the requirements of the performance criteria of this unit and include evidence that the candidate:

- locates and applies relevant documentation, policies and procedures
- implements requirements, procedures and techniques for the safe, effective read and interpret map activities including:
  - applying problem solving skills to resolve issues to navigation route
  - applying mathematical skills, including: basic angles and geometry for compass bearings, estimation and measurement
- works effectively with others to undertake and complete read and interpret map activities that meets all of the required outcomes including:
  - communicating by speaking clearly and listening actively
  - demonstrating the practice of working with others to read and interpret maps
  - maintaining written records and reporting
- demonstrates completion of the reading and interpreting of maps that safely, effectively and efficiently meets all of the required outcomes on more than one (1) occasion including:
  - reviewing the map route/plan by identifying and using:
    - symbols
    - navigation data
    - landmarks

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    - geographical features
    - scale
- identifying obstacles and navigating alternative routes
- undertaking a minimum 2 km navigation following established route
- traversing a 2 km route to specified destination
- orienting the map to ground and surrounds
- documenting the navigation route and details on the navigational data sheet
- communicating the planned navigation route to others

Knowledge Evidence

The candidate must demonstrate knowledge of reading and interpreting maps through:

- identifying fatigue management techniques
- identifying and using various types of communication systems and equipment
- engaging map reading and road navigation techniques
- identifying and interpreting types of maps, charts and scales and their uses
- determining representation of topographic features on maps and plans
- determining common scales used on maps and plans
- identifying and using features and use of a compass and factors that affect compass accuracy
- identifying the applications of a GPS
- advantages and disadvantages of different map and chart types and sources of error
- techniques for estimating distance travelled

Assessment Conditions

- An assessor of this unit must satisfy the requirements of the NVR/AQTF or their successors; and Industry regulations for certification and licensing; and,
- this unit is best assessed in the context of this sector's work environment;
- where personal safety or environmental damage are limiting factors, assessment may occur in a simulated environment provided it is realistic and sufficiently rigorous to cover all aspects of this sector's workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills; and,
- this unit must be assessed in compliance with relevant legislation/regulation and using policies, procedures, processes and operational manuals directly related to the industry sector for which it is being assessed; and,
- assessment may be conducted in conjunction with the assessment of other Units of Competency; and,
- assessment must confirm consistent performance can be applied in a range of relevant workplace circumstances; and,
- assessors must demonstrate the performance evidence, and knowledge evidence as outlined in this Unit of Competency, and through the minimum years of current* work experience specified below in an Industry sector relevant to the outcomes of the unit; or,

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- where the assessor does not meet experience requirements a co-assessment or partnership arrangement must exist between the qualified assessor and an Industry subject matter expert. The Industry subject matter expert should hold the unit being assessed (or an equivalent unit) and/or demonstrate equivalence of skills and knowledge at the unit level. An Industry technical expert must also demonstrate skills and knowledge from the minimum years of current work experience specified below in the Industry sector, including time spent in roles related to the unit being assessed; and,
- assessor and Industry subject matter expert requirements differ depending on the Australian Qualifications Framework Level (AQF) of the qualification being assessed and/or Industry Sector as follows:

Industry sector	AQF** Level	Required assessor or Industry subject matter expert experience
Drilling, Metalliferous Mining, Coal Mining, Extractive (Quarrying) and Civil Construction	1	1 Year
	2	2 Years
Drilling, Coal Mining and Extractive (Quarrying)	3-6	3 Years
Metalliferous Mining and Civil Construction	3-6	5 Years
Other sectors	Where this Unit is being assessed outside of the Resources and Infrastructure Sectors assessor and/or Industry subject matter expert experience should be in-line with industry standards for the sector in which it is being assessed and where no Industry standard is specified should comply with any relevant regulation.	

*Assessors can demonstrate current work experience through employment within Industry in a role relevant to the outcomes of the Unit; or, for external assessors this can be demonstrated through exposure to Industry by conducting frequent site assessments across various locations.

**Where a unit is being delivered outside of a Qualification the first numeric character in the Unit code should be considered to indicate the AQF level

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272

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RIIWHS202D Enter and work in confined spaces

Modification History

Release	Comment
1	The unit replaces RIIOHS202A Enter and work in confined spaces.
2	Editorial corrections.
3	Amended Application field.
4	Required frequency and volume of evidence amended in Performance evidence. Substantial amendments made in Assessment Conditions field, including: references to Industry Sectors, assessor and subject matter expert experience requirements, how assessment should be conducted and what it should confirm.

Application

This unit describes a participant's skills and knowledge required to enter and work in confined spaces in the Resources and Infrastructure Industries.

This unit is appropriate for those working in operational roles undertaking work in confined spaces.

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.

Note: The terms Occupational Health and Safety (OHS) and Work Health and Safety (WHS) are equivalent and generally either can be used in the workplace. In jurisdictions where the National Model WHS Legislation has not been implemented RTOs are advised to contextualise the unit of competency by referring to the existing State/Territory OHS legislative requirements.

Elements and Performance Criteria

1 Plan and prepare for working in confined space	1.1 Access, interpret and apply procedures for confined space entry and the environmental management plan and ensure the work activity is compliant 1.2 Obtain, confirm, clarify and apply work instructions and agreed procedure 1.3 Obtain, confirm, clarify and apply safety requirements

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	1.4 Obtain and confirm authorisation (entry permit) meets regulatory requirements 1.5 Confirm the emergency response procedure is with the stand-by person and understood 1.6 Identify, obtain and implement signage and barrier requirements 1.7 Select tools and equipment for the tasks, check for serviceability and rectify or report any faults 1.8 Identify, confirm and apply the environmental protection requirements 1.9 Position rescue equipment by the entry permit
2 Work in confined space	2.1 Gain access to confined space 2.2 Ensure that the atmosphere is tested and monitored for harmful elements 2.3 Correctly apply tagging and lock-out procedures 2.4 Enter the confined space correctly 2.5 Maintain ongoing communication with the stand-by person 2.6 Comply with entry permit requirements 2.7 Monitor and adhere to allocated entry time
3 Exit confined space	3.1 Exit confined space correctly 3.2 Recover tools, equipment and materials 3.3 Conduct inspection of the confined space 3.4 Secure access to the confined space 3.5 Remove tagging and lock-out 3.6 Accurately complete confined space entry permit
4 Clean up	4.1 Clear work area and dispose of or recycle materials 4.2 Clean, check, maintain and store tools and equipment 4.3 Remove, clean and store barriers and signs

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.

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Unit Mapping Information

RIIOHS202A Entering and working in confined spaces

Links

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Assessment Requirements for RIIWHS202D Enter and work in confined spaces

Modification History

Release	Comment
1	The unit replaces RIIOHS202A Enter and work in confined spaces.
2	Editorial corrections.
3	Amended Application field.
4	Required frequency and volume of evidence amended in Performance evidence. Substantial amendments made in Assessment Conditions field, including: references to Industry Sectors, assessor and subject matter expert experience requirements, how assessment should be conducted and what it should confirm.

Performance Evidence

Evidence is required to be collected that demonstrates a candidate's competency in this unit. Evidence must be relevant to the roles within this sector's work operations and satisfy all of the requirements of the performance criteria of this unit and include evidence that the candidate:

- locates and applies relevant documentation, policies and procedures
- demonstrates completion of entering and working in confined spaces that safely, effectively and efficiently meets all of the required outcomes on more than one (1) occasion including:
  - obtain appropriate entry permit and instructions for performing work in confined space
  - interpreting and applying safe work method statements
  - apply tagging and lock out
  - selecting, wearing and caring for personal protective equipment applicable to all tasks and environment identified
  - entering the confined space
  - using atmospheric monitoring devices prior to entering the confined space
  - working in the confined space
  - using atmospheric monitoring devices during confined space activity
  - applying safe materials handling methods
  - exiting the confined space
  - remove tagging and lock out

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Knowledge Evidence

The candidate must demonstrate knowledge of enter and work in confined spaces through:

- identifying areas that constitute confined spaces
- complying with site and equipment safety requirements
- complying with the entry and exit procedures, risks and regulations
- types of air contaminants and toxic gases
- identifying the limitations of breathing apparatus
- identifying equipment types, characteristics, technical capabilities and limitations
- complying with site isolation and site control responsibilities and authorities
- locations of safety data sheets (SDS) information and application
- using confined space and Industry terminology

Assessment Conditions

- An assessor of this unit must satisfy the requirements of the NVR/AQTF or their successors; and Industry regulations for certification and licensing; and,
- this unit is best assessed in the context of this sector's work environment;
- where personal safety or environmental damage are limiting factors, assessment may occur in a simulated environment provided it is realistic and sufficiently rigorous to cover all aspects of this sector's workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills; and,
- this unit must be assessed in compliance with relevant legislation/regulation and using policies, procedures, processes and operational manuals directly related to the industry sector for which it is being assessed; and,
- assessment may be conducted in conjunction with the assessment of other Units of Competency; and,
- assessment must confirm consistent performance can be applied in a range of relevant workplace circumstances; and,
- assessors must demonstrate the performance evidence, and knowledge evidence as outlined in this Unit of Competency, and through the minimum years of current* work experience specified below in an Industry sector relevant to the outcomes of the unit; or,
- where the assessor does not meet experience requirements a co-assessment or partnership arrangement must exist between the qualified assessor and an Industry subject matter expert. The Industry subject matter expert should hold the unit being assessed (or an equivalent unit) and/or demonstrate equivalence of skills and knowledge at the unit level. An Industry technical expert must also demonstrate skills and knowledge from the minimum years of current work experience specified below in the Industry sector, including time spent in roles related to the unit being assessed; and,
- assessor and Industry subject matter expert requirements differ depending on the Australian Qualifications Framework Level (AQF) of the qualification being assessed and/or Industry Sector as follows:

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Industry sector	AQF** Level	Required assessor or Industry subject matter expert experience
Drilling, Metalliferous Mining, Coal Mining, Extractive (Quarrying) and Civil Construction	1	1 Year
	2	2 Years
Drilling, Coal Mining and Extractive (Quarrying)	3-6	3 Years
Metalliferous Mining and Civil Construction	3-6	5 Years
Other sectors	Where this Unit is being assessed outside of the Resources and Infrastructure Sectors assessor and/or Industry subject matter expert experience should be in-line with industry standards for the sector in which it is being assessed and where no Industry standard is specified should comply with any relevant regulation.	

*Assessors can demonstrate current work experience through employment within Industry in a role relevant to the outcomes of the Unit; or, for external assessors this can be demonstrated through exposure to Industry by conducting frequent site assessments across various locations.

**Where a unit is being delivered outside of a Qualification the first numeric character in the Unit code should be considered to indicate the AQF level

Links

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SIRRINV002 Control stock

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to process stock orders, maintain stock levels, minimise stock losses, manage stocktakes and maintain all documents that relate to the administration of any type of stock.

This unit applies to individuals responsible for stock control. They work within organisational systems and procedures, but make decisions about stock administration and may have responsibility for others.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Inventory

Unit Sector

Retail

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Monitor stock receipt and dispatch.	1.1. Implement organisational policies and procedures for receipt, dispatch and secure storage of stock. 1.2. Allocate tasks and monitor staff to ensure organisational procedures are followed, and documentation is completed

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	correctly. 1.3. Confirm that stock quantity and quality inspections on receipt meet organisational standards. 1.4. Act on variations to quantity and quality of delivered stock. 1.5. Supervise safe stock handling and storage.
2. Maintain stock records.	2.1. Monitor stock and maintain stock at required levels. 2.2. Maintain, monitor and adjust stock reorder cycles as required. 2.3. Provide clear information to team members about individual stock recording responsibilities. 2.4. Maintain stock storage and movement records. 2.5. Record and report stock discrepancies. 2.6. Monitor stock performance and identify and report fast and slow-selling items.
3. Process and follow up orders.	3.1. Process and raise stock orders according to organisational procedures. 3.2. Monitor delivery of stock to ensure agreed deadlines and inventory requirements are met. 3.3. Liaise with suppliers to ensure continuity of supply. 3.4. Resolve routine supply problems or refer to appropriate personnel for action. 3.5. Distribute stock within the organisation according to required allocations. 3.6. Handle routine supply problems or refer to management as required by store policy.
4. Minimise stock losses.	4.1. Regularly check storage of stock and ensure its protection. 4.2. Identify, record and report stock losses. 4.3. Identify avoidable losses and establish reasons for them. 4.4. Recommend solutions and implement procedures to prevent future losses.
5. Coordinate stocktake or cyclical count.	5.1. Explain procedures for stocktake and cyclical counts to team members. 5.2. Allocate stocktaking tasks to individual team members ensuring effective use of staff resources to complete task. 5.3. Provide team members with clear directions for performance of each task. 5.4. Produce accurate reports for management on stocktake data, including discrepancies.

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Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	• interpret supplier purchasing agreements, purchase orders, records of incoming stock and organisational policies and procedures for stock control.

Numeracy skills to:	• calculate:
	  • supplier costs and complex order costs
	  • complex details of stock on hand and stock losses and produce complex numerically-based reports
	• reconcile incoming stock and invoices against purchase orders.

Technology skills to:	• use business technology for inventory management.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d

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Assessment Requirements for SIRRINV002 Control stock

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- maintain and order stock across one stock cycle according to organisational procedures using all of the following stock processes:
  - receipt
  - dispatch
  - ordering
  - stock level monitoring
  - records maintenance
- produce three different stock control reports
- organise and coordinate one stocktake or cyclical count
- provide clear and correct information to team members involved in stock control processes.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures for:
  - receipt and dispatch of goods, including inspection for quantity and quality
  - stock ordering and reordering
  - stock replenishment
  - stock rotation
  - reporting of stock discrepancies, damage and loss
  - safe transport, handling and storage of goods
  - stock control
  - stocktaking and cyclical counts
  - pricing, labelling and packaging
  - stock security
- key aspects of legislation and codes of practice relevant to stock control:
  - Australian Consumer Law
  - Work Health and Safety (WHS)

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  - manual handling
  - licensing for mechanical movement of stock
- principles of stock control:
  - rotation and replenishment
  - product life cycle
- impact of business planning and sales forecasts on stock control
- types of stock control systems used in the sector
- reasons for stock loss and damage and methods to control these and protect stock.

Assessment Conditions

Skills must be demonstrated in a retail environment. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- current plain English regulatory documents distributed by government regulators outlining key aspects of legislation and codes of practice relevant to stock control as listed in Knowledge Evidence
- a computerised stock control system
- stock for use in stock control activities
- organisational policies and procedures for stock control
- team members; these can be:
  - individuals in an industry workplace, or
  - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d

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SIRXCEG003 Build customer relationships and loyalty

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to build customer relationships and foster customer loyalty.

It applies to individuals working in frontline customer service roles in a diverse range of industry sectors and business contexts. They operate with independence and under limited supervision and guidance from others, and within established organisational policies and procedures.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Customer Engagement

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Develop relationships with customers.	1.1. Provide personalised service to customers in a professional manner that promotes repeat business. 1.2. Identify repeat business and acknowledge customer return. 1.3. Provide tailored recommendations for products and services

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	based on known individual customer needs.
2. Generate customer loyalty.	2.1. Convert customers to brand advocates through exemplary customer service. 2.2. Inform customers of benefits associated with promotions and loyalty programs as required. 2.3. Identify trends in customer demands for products and services and communicate with relevant personnel to ensure availability.
3. Deal with escalated customer complaints.	3.1. Clarify information regarding escalated customer complaints referred from team members. 3.2. Take action to pacify customer maintaining a calm and professional manner. 3.3. Identify source of customer dissatisfaction and seek appropriate solutions in consultation with the customer. 3.4. Ensure the customer is satisfied with solutions and offer compensation in line with level of responsibility.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	• interpret plain English documents that outline organisational policies and procedures relevant to customer service.
Initiative and enterprise skills to:	• identify and act on opportunities to enhance a customer's experience.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d

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Assessment Requirements for SIRXCEG003 Build customer relationships and loyalty

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- provide current, accurate and relevant information and assistance to four different customers regarding the following to build customer brand loyalty:
  - promotional activities
  - products and services
  - brand or business customer benefits
- identify trends in customer purchasing patterns and make recommendations that enhance customer service and loyalty
- take appropriate action to resolve two escalated customer complaints.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- techniques for:
  - providing personalised extemporary customer service
  - anticipating customer preferences, needs and expectations throughout the service experience
  - building customer loyalty
  - resolving escalated customer complaints
  - pacifying dissatisfied customers
- commercial benefits of building customer relationships and loyalty
- industry and organisational:
  - professional service standards
  - attitudes and attributes expected when engaging with customers
  - different customer service needs and expectations
  - types of customer benefits
  - essential features and use of customer databases
- key aspects of Australian consumer and privacy law as relevant to customer interactions.

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Assessment Conditions

Skills must be demonstrated in a services industry environment. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- relevant documentation:
  - industry and organisational:
    - professional service standards
    - attitudes and attributes expected when engaging with customers
    - different customer service needs and expectations
    - types of customer benefits
- current plain English regulatory documents distributed by government regulators for:
  - Australian Consumer Law
  - privacy law
- customers; these can be:
  - individuals in an industry workplace, or
  - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d

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SIRXCOM002 Work effectively in a team

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to communicate and work cooperatively with both peer and senior team members to contribute to the achievement of team goals.

It applies to individuals working in frontline operational roles in a diverse range of industry sectors and business contexts. They operate with some independence under general supervision and guidance from others, and within established organisational policies and procedures.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Communication and Teamwork

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Communicate with team members.	1.1. Communicate effectively with team members giving consideration to cultural and other differences. 1.2. Check understanding of work requirements and seek

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	clarification to prevent misunderstandings as required. 1.3. Display respect to team members and adherence to workplace expectations when interacting with others. 1.4. Maintain open communication with team members to ensure transfer of information. 1.5. Share information and ideas with team members to enhance work outcomes.
2. Actively participate in retail teams.	2.1. Identify individual tasks for completion and responsibilities for contributing to the achievement of team goals. 2.2. Carry out tasks and responsibilities to achieve workplace goals and organisational expectations. 2.3. Work cooperatively with team members to maximise efficiency and quality of daily work outcomes. 2.4. Seek, acknowledge and act upon constructive feedback from others. 2.5. Participate in team problem-solving to improve team outcomes. 2.6. Interact with team members to foster a positive team and work environment reflective of the organisational culture.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Oral communication skills to:	• use open questions and paraphrasing to confirm correct understanding of work requirements • use gestures or simple words to communicate where language or communication barriers exist.
Self-management skills to:	• recognise when assistance is required of self or others and engage the appropriate support.

Unit Mapping Information

No equivalent unit.

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Links

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Assessment Requirements for SIRXCOM002 Work effectively in a team

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- actively participate in three different workplace activities individually or cumulatively demonstrating:
  - effective communication with team members
  - consultation with others to determine team goals and individual responsibilities
  - contribution to achievement of team outcomes
  - following direction from others
  - working with others to resolve one basic team problems.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- conventions and use of a range of communication methods:
  - verbal communication
  - non-verbal communication
- communication techniques and use in a team context:
  - open and closed questioning
  - paraphrasing
  - effective listening
  - voice tonality and volume
- effective communication techniques with team members of diverse backgrounds:
  - cultural diversity
  - special needs
- teamwork principles and the role of teamwork in the achievement of workplace goals
- role of feedback in the achievement of team goals
- problem-solving strategies for use in the achievement of team goals
- techniques for supporting team members in the achievement of workplace outcomes
- organisational policies and procedures for:
  - team interactions

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- industry standards and expectations relevant to:
  - teamwork attitudes
  - teamwork ethics.

Assessment Conditions

Skills must be demonstrated in:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- organisational policies and procedures for team interactions
- workplace tasks for completion
- team members; these can be:
  - individuals in an industry workplace, or
  - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment
- assessment activities that allow the individual to work with commercial speed, timing and productivity.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d

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SIRXMGT001 Supervise and support frontline team members

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to monitor the work activities and performance standards of team members to ensure organisational and team goals are achieved to an expected standard.

It applies to individuals working in frontline roles in a diverse range of industry sectors and business contexts. They operate with independence and under limited supervision and guidance from others, and within established organisational policies and procedures.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Management and Leadership

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Communicate with the team.	1.1. Communicate organisational vision and individual responsibilities clearly to team members. 1.2. Inform team members of expected standards of work and behaviours.

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	1.3. Provide team members with relevant information regarding sales targets and team goals.
2. Monitor team performance.	2.1. Follow up allocated tasks and check that standards of performance are met. 2.2. Provide feedback to team members on their performance when required standards are not met. 2.3. Recognise team member's efforts when high, or improved, standards of performance are displayed. 2.4. Determine factors contributing to poor performance and implement solutions for improved performance. 2.5. Recognise training needs of team members and notify relevant personnel as required.
3. Promote team morale.	3.1. Determine team motivators and seek opportunities to improve motivation. 3.2. Create a supportive team environment where all members feel valued. 3.3. Encourage team members to share their views and feedback regarding the workplace and value their input. 3.4. Treat all team members equally and with respect.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

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Assessment Requirements for SIRXMGT001 Supervise and support frontline team members

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- supervise a work team, across the duration of two different work shifts, to ensure organisational and team goals are achieved
- demonstrate the following skills during supervision of the above work shifts:
  - communicating responsibilities and expected standards of work to team members
  - implementing techniques to motivate team members and improve team morale
  - providing feedback on team members performance
  - monitoring team members for:
    - adherence to policies and procedures
    - customer service standards
    - productivity
    - team interactions.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- primary role of team supervisors
- organisational performance standards for frontline tasks
- strategies and techniques for:
  - effective communication with team members
  - improving team and individual morale
  - increasing team and individual productivity
  - creating a team environment in the workplace
  - motivation others
  - providing feedback regarding performance
    - constructive feedback
    - recognition of positive performance
- importance of providing team members with an understanding of the commercial impacts of their behaviours and goal attainment.

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Assessment Conditions

Skills must be demonstrated in:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- relevant organisational documentation:
  - performance standards for frontline tasks
  - organisational vision
  - key elements and steps of frontline tasks
- team members; these can be:
  - individuals in an industry workplace, or
  - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d

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SISCAQU001 Test pool water quality

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to conduct pool water tests, record test results and make visual ongoing checks.

This unit applies to those working as pool attendants or aquatic operators in aquatic environments, such as council or commercially operated aquatic and leisure centres. Work is performed according to public health regulatory requirements, organisational policies and procedures, and relevant legislation.

Work may be carried out under supervision or with some autonomy, depending on the individual situation and job role.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Aquatics

Unit Sector

Community Recreation

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element.

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1. Conduct pool water tests.	1.1 Complete routine pool water tests according to public health regulatory requirements. 1.2 Interpret test results and compare with public health regulatory requirements. 1.3 Identify and report pool water test irregularities to appropriate personnel for corrective action. 1.4 Respond to contamination incidents within scope of own role. 1.5 Conduct regular sample collection and initiate corrective actions as required. 1.6 Perform regular visual checks of pool water quality, identify issues and initiate corrective actions when required.
2. Record test results.	2.1 Record pool water test results accurately. 2.2 Update swimming pool log according to aquatic facility specifications.

Foundation Skills

Foundation skills essential to performance in this unit are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

SISCAQU201A Monitor pool water quality

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1ca50016-24d2-4161-a044-d3faa200268b

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Assessment Requirements for SISCAQU001 Test pool water quality

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- test pool water for the following on a minimum of four separate occasions:
  - free chlorine and/or total bromine
  - total chlorine
  - combined chlorine
  - pH
  - total alkalinity
  - cyanuric acid
  - calcium hardness
  - total hardness
  - temperature
- perform routine visual checks for pool water quality.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legislation and organisational policies and procedures:
  - public health regulatory requirements in the local area
  - health acts
  - infectious diseases regulations
  - dangerous goods act and regulations
  - work health and safety/occupational health and safety
  - environmental legislation
  - local government regulation
  - roles, responsibilities and limitations of own role
- pool water chemistry terms and their meaning:
  - pH levels
  - alkalinity
  - chlorine and or bromine

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  - temperature
  - calcium hardness
- types of pool water tests, their purpose and testing procedures
- visual checks made by pool attendants
- equipment and resources used for testing pool water quality
- responses to contamination incidents.

Assessment Conditions

Skills must be demonstrated in:

- a workplace or simulated aquatic facility with an operating pool.

Assessment must ensure use of:

- pool water testing apparatus
- public health regulatory documentation
- organisational policies and procedures.

Assessment activities that allow the individual to:

- conduct regular pool water tests within industry realistic timeframes.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1ca50016-24d2-4161-a044-d3faa200268b

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SISCAQU003 Maintain aquatic facility plant and equipment

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to make routine checks and complete minor maintenance on aquatic facility plant and equipment.

This unit applies to those working as aquatic operators in various aquatic environments, such as council or commercially operated aquatic and leisure centres. Work is performed according to public health regulatory requirements, organisational policies and procedures, and relevant legislation. Work may be carried out under supervision or with some degree of autonomy, depending on individual situation and job role.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Aquatics

Unit Sector

Community Recreation

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Make routine plant and equipment checks.	1.1 Inspect plant and equipment according to required schedule. 1.2 Conduct safety checks according to manufacturer

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	instructions and safety requirements and local regulation. 1.3 Interpret and accurately record results of routine equipment tests. 1.4 Document the condition of plant and equipment. 1.5 Identify faults and irregularities and report to appropriate personnel.
2. Complete minor maintenance and repairs.	2.1 Interpret and follow maintenance schedules for plant and equipment. 2.2 Identify and select tools and other resources needed to complete work. 2.3 Make work area safe and erect signs and barriers as required. 2.4 Remove, replace and repair faulty and defective equipment or consumables, within designated responsibility. 2.5 Report faults outside scope of own expertise to appropriate personnel.
3. Record and report maintenance and repair activities.	3.1 Record repairs and maintenance activities in required format. 3.2 Notify appropriate personnel of faults rectified.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to	• interpret technical information in equipment manuals.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1ca50016-24d2-4161-a044-d3faa200268b

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Assessment Requirements for SISCAQU003 Maintain aquatic facility plant and equipment

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- make routine inspections and complete minor maintenance of the following aquatic facility plant and equipment on a minimum of two occasions according to organisation and local regulatory requirements:
  - circulation plant
  - heating, lighting and ventilation systems
  - power supply and circuits
  - water supply and drainage systems
  - electronic and mechanical operations
  - circuit breakers
  - batteries and fuses
  - electrical hazards.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legislation and organisational policies and procedures:
  - public health regulatory requirements
  - health acts
  - infectious diseases regulations
  - dangerous goods act and regulations
  - work health and safety/occupational health and safety
  - environmental legislation
  - local government regulation
  - roles, responsibilities and limitations of own role
- organisational policies and procedures for:
  - incident reporting
  - use and care of equipment
  - communication protocols

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    - risk management
    - accurate reporting of faults and irregularities
    - timely repair of faulty and defective equipment within designated responsibility
    - reporting lines
- public health and safety implications of unmaintained equipment in aquatic facilities
- types of equipment used in aquatic facilities and procedures for:
    - backwash
    - filtration
    - isolation
- resources required for the maintenance and management of aquatic facility plant and equipment and procedures for their safe use:
    - cleaning materials and equipment
    - hand tools
    - record keeping materials
    - spare parts
- safety apparatus used for particular types of aquatic facility equipment and its operation.

Assessment Conditions

Skills must be demonstrated in:

- a workplace or simulated aquatic facility.

Assessment must ensure use of:

- aquatic plant, equipment and consumables as specified in the Performance Evidence
- resources to maintain facility and equipment
- organisational policies and procedures
- repairs and maintenance documentation.

Assessment activities that allow the individual to:

- complete inspections, maintenance and repair activities within workplace time constraints.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1ca50016-24d2-4161-a044-d3faa200268b

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SISCAQU004 Develop and implement pool water maintenance procedures

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to develop, implement, monitor and evaluate systems and procedures for the maintenance of quality pool water in an aquatic recreation facility.

This unit applies to those working autonomously in aquatic leisure centres or community pools, in roles such as program coordinators, swim school coordinators, recreation coordinators or duty managers. Work is performed according to relevant legislation, and organisational policies and procedures.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Aquatics

Unit Sector

Community Recreation

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Develop pool water maintenance	1.1 Evaluate pool water quality maintenance and treatment needs according to regulatory framework.

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procedures.	1.2 Develop and document systems for pool water maintenance in consultation with appropriate personnel.
2. Implement pool water maintenance procedures.	2.1 Provide accurate and current information and instruction to staff about legislative and technical requirements. 2.2 Delegate testing and treatment tasks according to staff skills. 2.3 Test pool water quality following established procedures. 2.4 Interpret results of tests made by self and others and identify where correction is needed. 2.5 Calculate the amount of chemicals required to correct chemical imbalances in pool water. 2.6 Select and use chemical dosing equipment for treatment of pool water according to manufacturer specifications. 2.7 Monitor pool water quality on ongoing basis, identify issues of concern and respond according to agreed procedures. 2.8 Identify and respond to emergency situations according to agreed procedures. 2.9 Complete accurate documentation
3. Evaluate pool water maintenance procedures.	3.1 Assess effectiveness of pool water maintenance procedures against testing and treatment records. 3.2 Identify and document potential improvements to maintenance procedures. 3.3 Communicate improvements and changes to relevant staff and stakeholders.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	• interpret technical content of regulatory requirements.

Unit Mapping Information

SISCAQU414A Develop pool water maintenance procedures

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Assessment Requirements for SISCAQU004 Develop and implement pool water maintenance procedures

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- develop and document pool water maintenance procedures that meet regulatory requirements for at least one aquatic facility that incorporate:
  - monitoring and treatment procedures for:
    - microbiological levels
    - disinfectant levels
    - pH levels
    - clarity levels
  - staff training requirements
  - safety procedures
  - emergency response procedures
  - documentation and reporting
- implement and evaluate pool water maintenance procedures for at least one aquatic facility
- implement emergency procedures in the event of a chemical emergency on at least one occasion.

Knowledge Evidence

Demonstrated knowledge required to do the task outlined in elements and performance criteria of this unit:

- legislation and industry standards relevant to aquatic facility maintenance with specific focus on local requirements:
  - work health and safety/occupational health and safety
  - dangerous goods act and regulations
  - local government regulations
  - building codes and regulations
- organisational policies and procedures:
  - standard operating conditions and levels
  - work health and safety/occupational health and safety
  - risk assessment and control

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  - handling of hazardous chemicals
  - emergency response
- factors that affect pool water treatment needs in different contexts:
  - condition of aquatic facility
  - location
  - size
  - nature of services provided
  - availability of resources
- characteristics of water quality:
  - pH levels
  - alkalinity
  - chlorine and / or bromine
  - temperature
  - calcium hardness
  - disinfectant levels
- waterborne bacteria and how to enable these to be monitored and controlled safely:
  - pseudomonas
  - aeruginosa
- consultation and communication mechanisms to develop and implement procedural systems
- content considerations for procedure documents:
  - specific testing and treatment procedures
  - safety requirements (chemicals, plant and equipment)
  - emergency response
  - training requirements
  - documentation and reporting requirements
- water treatment processes:
  - routine pool water tests
  - pool water microbiological tests
  - superchlorination
  - shock dosing
  - dechlorination
  - ozonisation or use of sanitizer
  - pool water filtration and recirculation
  - backwashing
  - manual removal of visible contaminants
- features and sources of products for pool water quality maintenance.

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Assessment Conditions

Skills must be demonstrated in:

- a workplace or simulated aquatic facility or environment.

Assessment must ensure use of:

- a pool for which a maintenance program would be developed
- information about pool water quality maintenance to allow the individual to develop a tailored system
- organisational policies and procedures
- incident reporting documentation
- resources to maintain facility and equipment.

Assessment activities that allow the individual to:

- implement and monitor pool quality maintenance over time
- respond to a chemical emergency situation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

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SISCAQU005 Develop and implement aquatic facility maintenance procedures

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to develop, implement and evaluate maintenance schedules for an aquatic recreation facility.

This unit applies to those working autonomously at aquatic leisure centres or community pools in roles such as program coordinators, swim school coordinators, recreation coordinators or duty managers. Work is performed according to relevant legislation, organisational policies and procedures.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Aquatics

Unit Sector

Community Recreation

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Plan maintenance procedures.	1.1 Evaluate operational maintenance needs according to regulatory and business requirements. 1.2 Document uses and condition of the aquatic facility plant

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	and equipment and identify priorities for action.
	1.3 Identify potential sources of increased efficiency of the aquatic facility plant and equipment.
	1.4 Identify human, physical and financial resources associated with needed maintenance of aquatic facility.
	1.5 Integrate maintenance program with asset acquisition and disposal plans.
	1.6 Schedule maintenance activities to minimise disruption to facility users and ensure that supplies are available.
	1.7 Confirm, document and communicate maintenance procedures and costs according to organisational approval protocols.
2. Implement maintenance procedures.	2.1 Monitor completion of inspection and maintenance schedules.
	2.2 Identify and assess failed or unsafe aquatic facility plant and equipment and determine underlying cause within scope of own role.
	2.3 Identify and evaluate emergency situations and respond according to local regulatory and organisational procedures.
	2.4 Remove defective equipment and/or facilities from operation and complete repairs within designated responsibility.
	2.5 Arrange for required repairs to be carried out by qualified and/or licensed contractors and record actions taken.
	2.6 Monitor maintenance records and take corrective action as required.
	2.7 Communicate maintenance actions to appropriate staff or personnel.
3. Evaluate maintenance procedures.	3.1 Assess the effectiveness of maintenance systems against short and long-term maintenance requirements.
	3.2 Identify and use alternative maintenance methods to maintain cost effectiveness.
	3.3 Document and communicate improvements and changes to maintenance systems.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION

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Reading skills to:

- interpret technical content of regulatory requirements.

Unit Mapping Information

SISCAQU415A Develop aquatic facility maintenance procedures

Links

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Assessment Requirements for SISCAQU005 Develop and implement aquatic facility maintenance procedures

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- develop and document maintenance procedures for at least one aquatic facility, incorporating consideration of:
  - circulation plant
  - heating systems
  - lighting or ventilation systems
  - disinfection systems
  - required supplies
  - servicing and repair
  - equipment replacement/redundancy
- implement and evaluate maintenance procedures for at least one aquatic facility.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legislation and industry standards relevant to aquatic facility maintenance:
  - work health and safety/occupational health and safety
  - dangerous goods act and regulations
  - local government regulations
  - building codes and regulations
- organisational policies and procedures:
  - standard operating conditions and levels
  - work health and safety/occupational health and safety
  - risk assessment and control
  - handling of hazardous chemicals
  - emergency evacuation
- factors affecting the operating cost of an aquatic facility:
  - faulty operation
  - cleaning requirements

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  - consumables
  - replacements (whole or part)
  - servicing and repair
  - utility costs
  - staff costs
  - contractor costs
- plant and equipment manufacturer specifications in relation to operation, servicing and repair of:
  - circulation plant
  - heating systems
  - lighting and ventilation systems
  - disinfection systems
  - supplies
- emergency situations that can occur with plant and equipment, and how to respond
- project management techniques:
  - planning and scheduling
  - consultation and communication
  - evaluation.

Assessment Conditions

Skills must be demonstrated in:

- a workplace or simulated aquatic facility or environment.

Assessment must ensure use of:

- equipment and plant for which the candidate plans maintenance procedures
- organisational policies, procedures and budget
- equipment operating and maintenance instructions
- resources to maintain facility and equipment.

Assessment activities that allow the individual to:

- implement and monitor maintenance activity over time.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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SISCAQU014 Operate self-contained breathing apparatus in an aquatic facility

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to identify and respond to emergency situations requiring the use of self-contained breathing apparatus (SCBA).

This unit applies to those working at aquatic facilities where chlorine gas is used. The Australian and New Zealand Safety Standard 2927 requires a SCBA to be kept at any public swimming pool or public place where chlorine is stored or used. The Western Australian Code of Practice for the Design, Construction, Operation, Management and Maintenance of Aquatic Facilities imposes conditions on Pool Operators of Group 1 Swimming Pools to hold this Unit of Competence.

With regard to other states and territories, no licensing, regulatory or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Aquatics

Unit Sector

Community Recreation

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element.

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1. Identify and evaluate emergency situations.	1.1 Identify emergencies requiring the use of self-contained breathing apparatus. 1.2 Communicate initial assessment of emergency to appropriate personnel and determine an appropriate response.
2. Use self-contained breathing apparatus.	2.1 Check self-contained breathing apparatus unit is operational. 2.2 Fit and operate self-contained breathing apparatus unit according to manufacturer instructions. 2.3 Connect chlorine gas regulator to cylinder or drum installation. 2.4 Perform leak detection test on chlorine gas regulator. 2.5 Record and report details of routine maintenance. 2.6 Isolate chlorine gas equipment in an emergency situation and notify emergency personnel in line with organisational requirements.
3. Check and maintain self-contained breathing apparatus.	3.1 Check self-contained breathing apparatus unit, report faults and take corrective action when required. 3.2 Clear and store the self-contained breathing apparatus unit after use if no maintenance action required. 3.3 Remove, replace or repair faulty equipment and defective parts according to manufacturer instructions and scope of responsibility.
4. Complete post-emergency responsibilities.	4.1 Record and report details of emergency incident according to organisational procedures. 4.2 Evaluate emergency procedures and recommend any changes required to improve response.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION

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Reading skills to:	• interpret technical documents such as manufacturer instructions for the use, care and maintenance of self-contained breathing apparatus units.
Numeracy skills to:	• determine air supply limits of self-contained breathing apparatus units.

Unit Mapping Information

SISCAQU417A Operate self-contained breathing apparatus in an aquatic facility

Links

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Assessment Requirements for SISCAQU014 Operate self-contained breathing apparatus in an aquatic facility

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- identify, evaluate and respond to chlorine gas system operations and emergencies requiring the use of self-contained breathing apparatus according to legislative and organisational requirements on at least two occasions.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legislation and organisational policies and procedures:
  - work health and safety/occupational health and safety
  - codes of practice
  - use and care of equipment
  - communication protocols
  - safety, rescue and emergency procedures
  - incident reporting
  - appropriate responses to potential risk
- safe use, care and routine maintenance of chlorine gas equipment
- properties of chlorine gas
- atmospheric conditions and how they can affect chlorine gas cylinders
- responses to emergency situations involving the release of chlorine gas
- how to use a self-contained breathing apparatus.

Assessment Conditions

Skills must be demonstrated in:

- a workplace or simulated aquatic facility where chlorine gas is used.

Assessment must ensure use of:

- chlorine gas system

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- a self-contained breathing apparatus
- organisational policies and procedures for risk management
- incident and maintenance reporting documentation.

Assessment must ensure access to:

- first aid facilities and equipment.

Assessment activities that allow the individual to:

- respond to emergency situations in industry required timeframes.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

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SISXEMR001 Respond to emergency situations

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to recognise and respond appropriately in emergency situations, such as those caused by fire, accident or weather. It requires the ability to maintain participant welfare when responding to emergency situations.

This unit applies to individuals who work in a range of roles and settings in the sport, fitness or recreation industries. This includes after-school or holiday-care programs; those assisting with coaching activities, as attendants at sporting grounds or facilities; or undertaking a role in indoor and outdoor recreation activities, such as camps and other guided activities. This unit also applies to those working in aquatic centres, such as instructors, operators or lifeguards.

These individuals undertake work according to relevant legislation and organisational policies and procedures.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Emergency Response

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS **PERFORMANCE CRITERIA**

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Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Apply workplace emergency procedures.	1.1 Source and interpret relevant organisational policies and procedures. 1.2 Recognise emergency and potential emergency situations. 1.3 Identify personnel responsible for the appropriate area. 1.4 Identify location and use of emergency equipment as required. 1.5 Identify exits and assembly points.
2. Respond to an emergency situation.	2.1 Report workplace emergency situations to appropriate personnel as required. 2.2 Use communication systems during emergency situation. 2.3 Follow instructions from appropriate personnel during the emergency. 2.4 Select and use emergency equipment as required.
3. Coordinate and monitor participant response.	3.1 Convey emergency instructions to participants in the activity. 3.2 Implement strategies for group control. 3.3 Remove participants and other individuals from danger. 3.4 Monitor the condition and location of participants. 3.5 Provide information on developments to participants.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	• interpret and follow policies and procedures, and safety signage.
Problem-solving skills to:	• identify emergency situations and respond safely and promptly.
Technology skills to:	• use emergency and communication equipment.

Unit Mapping Information

SISXEMR201A Respond to emergency situations

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Assessment Requirements for SISXEMR001 Respond to emergency situations

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- respond to at least five of the following emergency situations, relevant to the individual's current or intended work situation:
  - fire
  - hazardous release
  - bomb threat
  - medical
  - accidents
  - panic and other emotional responses
  - equipment failure
  - lost party member
  - changing environmental conditions
  - activity specific
- use the necessary emergency equipment for each situation in an appropriate manner.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures related to emergency responses:
  - communication lines
  - debrief procedures
  - duty of care
  - emergency procedures
  - environment protection
  - exit and assembly points
  - hazardous substances and dangerous goods
  - industry codes of practice
  - reporting incidents
  - work health and safety/occupational health and safety

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    - reporting and managing customer incidents
- appropriate responses to emergency situations, as specified in the Performance Evidence
- safe use of emergency equipment required for emergency responses:
    - fire extinguisher
    - fire blanket
    - first-aid kit
    - emergency-signalling devices
    - portable emergency shelter
    - thermal blankets and sheets
    - emergency lighting
    - dehydration equipment
- the role of appropriate personnel in the workplace:
    - work health and safety/occupational health and safety representative
    - human resources personnel
    - team leader
    - manager
    - supervisor
    - fire warden
- role of appropriate personnel in emergency services:
    - police search and rescue
    - state emergency service
    - fire brigade
    - ambulance service
    - land management authorities
    - Australian volunteer coastguard
- role of communication systems:
    - emergency warning and alarm systems
    - hand signals
    - telephone and radio communications
    - whistles
    - flares
- communication techniques for supporting and reassuring customers
- range of formats for and inclusions of incident reports.

Assessment Conditions

Skills must be demonstrated in:

- a sport, fitness or recreation environment where the individual is exposed to simulated emergencies requiring response. This can be a workplace or simulated environment.

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Assessment must ensure access to:

- current industry procedures for reporting and managing emergency situations
- legislation relevant to emergencies:
  - occupational health and safety/work health and safety
  - duty of care
  - environment protection
  - hazardous substances and dangerous goods
  - public health and safety
  - industry codes of practice.

Assessment must ensure use of:

- equipment and resources to ensure adequate response to emergencies relevant to work role and workplace, for example:
  - hoses
  - ladders
  - rescue equipment
  - monitors
  - foam equipment and extinguishers
  - blankets
  - spill kits
  - personal protective clothing and equipment
  - salvage gear
  - first aid and evacuation equipment
- a variety of clients and/or participants requiring an emergency response, clients and participants can be:
  - clients and participants in a sport, fitness or recreation industry workplace who are assisted by the individual during the assessment process or
  - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessment activities that allow the individual to:

- coordinate participant movement during emergency situations
- respond to a range of emergencies in a sport, fitness or recreation environment, within the required, but realistic, timeframe
- use the required emergency equipment to respond to emergency situations.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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SISXEMR002 Coordinate emergency responses

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to coordinate a response to an emergency situation. The unit focuses on assessing emergency situations, implementing an emergency action plan, and coordinating a prompt and effective response.

This unit applies to individuals designated as safety officers during a specific indoor or outdoor activity at locations such as camp sites, training areas and other outdoor sites; or the warden in a sport, fitness or recreation, such as a community leisure centre, aquatic centre or indoor activities centre.

These individuals undertake work according to relevant legislation and organisational policies and procedures.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Emergency Response

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element.

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1. Coordinate response to emergency reports or signals.	1.1 Identify and respond to emergency reports or signals. 1.2 Attend, where appropriate, emergency situations and respond accordingly. 1.3 Assess emergency situations and report details to designated personnel. 1.4 Coordinate emergency response actions.
2. Assess the emergency.	2.1 Conduct an assessment of the situation according to organisational policies and procedures. 2.2 Establish an emergency action plan based on assessment of current situation and potential for escalation. 2.3 Prioritise actions promptly.
3. Coordinate the response.	3.1 Implement organisational emergency procedures and policies. 3.2 Supervise equipment selection suitable to the type of emergency. 3.3 Confirm and coordinate the safe use of emergency equipment. 3.4 Supervise selection and use of rescue techniques. 3.5 Improvise, where necessary, equipment and technique. 3.6 Arrange and confirm the safety of staff and participants.
4. Liaise with relevant authorities.	4.1 Liaise with members of emergency team and monitor the emergency. 4.2 Refer situations beyond the capability of the emergency team to the appropriate authorities for assistance. 4.3 Provide information and assistance to authorities. 4.4 Control and coordinate, if necessary, emergency evacuation.
5. Finalise operational procedures.	5.1 Complete and maintain an operational log. 5.2 Debrief emergency team members. 5.3 Evaluate operation of emergency procedures and recommend any changes. 5.4 Advise emergency team members to refer media inquiries to the nominated spokesperson.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION

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Reading skills to:	• interpret emergency documentation, reports and signals.
Writing skills to:	• complete accurate and detailed emergency documentation.
Planning and organising skills to:	• coordinate resources and equipment necessary to respond effectively to emergency situations.
Self-management skills to:	• review and reflect on own work performance in coordinating emergency responses.

Unit Mapping Information

SISXEMR402A Coordinate emergency responses

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1ca50016-24d2-4161-a044-d3faa200268b

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Assessment Requirements for SISXEMR002 Coordinate emergency responses

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- identify and assess at least five of the following emergency situations and coordinate the appropriate response:
  - fire
  - hazardous release
  - bomb threat
  - medical
  - accidents
  - panic and other emotional responses
  - equipment failure
  - lost party member
  - changing environmental conditions
  - activity specific
- two of the above situations must include an assessment that identifies possible escalation and an appropriate response actioned for each.
- confirm and supervise the selection and safe use of emergency equipment for each situation.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legislation to enable application of legal requirements according to own work role and level of responsibility:
  - duty of care
  - work health and safety/occupational health and safety
  - environment protection
  - hazardous substances
  - public health and safety
- organisational emergency policies and procedures related to coordinating emergency responses:

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    - communication lines
    - debrief procedures
    - duty of care
    - emergency procedures
    - environment protection
    - exit and assembly points
    - hazardous substances and dangerous goods
    - industry codes of practice
    - reporting incidents
    - work health and safety/occupational health and safety
- appropriate responses to emergency situations, as specified in the Performance Evidence
- location and safe use of rescue and emergency equipment and resources:
    - hoses
    - ladders
    - rescue equipment
    - monitors
    - foam equipment and extinguishers
    - blankets
    - spill kits
    - personal protective clothing and equipment
    - salvage gear
    - first aid and evacuation equipment
- the potential for emergency escalation:
    - spread of fire
    - threat to adjoining areas
    - dangers of explosion
    - loss of communications
    - involvement of additional persons
    - deterioration in environmental conditions
- rescue techniques
- emergency response agencies within the activity area and direct communication channels to enable information about an emergency to be communicated quickly and directly
- factors that impact on emergency situations to enable appropriate contingency planning
- behaviour and characteristics of typical emergencies to enable the development of an action plan to quickly and effectively bring the situation under control.

Assessment Conditions

Skills must be demonstrated in:

- a sport, fitness or recreation environment where the individual is exposed to simulated emergencies requiring response. This can be a workplace or simulated environment.

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Assessment must ensure access to:

- current industry procedures for reporting and managing emergency situations
- legislation relevant to emergencies:
  - work health and safety/occupational health and safety
  - duty of care
  - environment protection
  - hazardous substances and dangerous goods
  - public health and safety
  - industry codes of practice
- equipment and resources to ensure adequate response to emergencies relevant to work role and workplace
- a variety of clients and/or participants requiring an emergency response, clients and participants can be:
  - clients and participants in a sport, fitness or recreation industry workplace who are assisted by the individual during the assessment process or
  - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessment activities that allow the individual to:

- coordinate participant movement during emergency situations
- respond to a range of emergencies in a sport, fitness or recreation environment, within the required, but realistic, timeframe.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1ca50016-24d2-4161-a044-d3faa200268b

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SISXRSK301A Undertake risk analysis of activities

Modification History

The release details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Release	Comments
3	Reduction of repetition. No changes to competency outcome.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to undertake a risk-analysis process in relation to an activity and in accordance with an organisation's risk-management policies and procedures. In this context, the risk-analysis process is conducted using structured analysis methodology according to the current Australian and New Zealand Standard.

Application of the Unit

This unit applies to those who work in a range of roles and settings in the sport, fitness and recreation industry. This may include those working in after-school or holiday-care programs in a range of locations, in coaching activities or those undertaking a role in outdoor recreation activities, such as camps and other guided activities as well as indoor recreation and fitness activities.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

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Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Establish the context of the risk analysis.	1.1. Access the organisation's r***ecords*** for the activity and location. 1.2. Obtain applicable technical documentation. 1.3. Access and clarify ***risk-evaluation criteria***, as determined by the organisation's risk-management policy and plan.
2. Identify risks associated with an activity.	2.1. Identify and document ***potential sources of risk*** for the specific activity and location. 2.2. Consider and document areas of impact on the organisation. 2.3. Consider and document possible causes of risk and hazards.
3. Conduct risk analysis of an activity.	3.1. Determine existing organisational controls for each risk according to ***Work Health and Safety legislation*** and industry best practice guidelines and standards. 3.2. Assess the likelihood of any given risk turning into an accident, injury or loss. 3.3. Assess the consequences of particular incidents in order to determine the degree of emphasis to be placed on the risk. 3.4. Analyse the likelihood and consequences of particular risks and ***classification of risk***.
4. Undertake risk assessment of an activity.	4.1. Compare the level of risk established during the analysis process with previously established risk-evaluation criteria. 4.2. Rank or prioritise risks for further action, taking account of the wider context of the risk. 4.3. Consider the objectives of the organisation and the extent of opportunity which could result from taking the risk. 4.4. Accept risks that fall into the low or acceptable

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ELEMENT	PERFORMANCE CRITERIA
	categories without further treatment.
5. Treat risks associated with an activity.	5.1. Identify specific ***risk-treatment options*** applicable to risks that fall outside the low or acceptable categories. 5.2. ***Evaluate*** risk-treatment options according to the organisation's ***risk-management plan***. 5.3. Document the activity-specific risk-treatment plan. 5.4. Implement the risk-treatment plan prior to and during the activity.
6. Monitor and review the risk management of an activity.	6.1. Document risk analysis, evaluation and treatment options. 6.2. Monitor risks and the effectiveness of the risk-treatment plan. 6.3. Repeat the risk analysis of the activity regularly to ensure the risk-treatment plan remains relevant. 6.4. Make changes to the conduct of an activity, where required, in accordance with review recommendations. 6.5. Implement recommendations of the organisation's risk audit in future risk analysis of the activity.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- problem-solving skills to:
  - identify and assess hazards, level of risk and treatment options
  - develop appropriate strategies to manage risks for an activity, within the parameters of the organisational risk-management plan
- planning and organising skills to:
  - develop, implement and monitor a systematic risk-management plan for an activity
  - make changes in response to risk-management plan
- literacy and numeracy skills to:
  - access and analyse required risk-assessment information
  - document a risk-management plan for a specific activity
- communication skills to:
  - contribute to risk-management review

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- consult with relevant personnel to implement review recommendations.

Required knowledge

- organisation risk-management procedures to enable risks associated with activities to be assessed and addressed so that activities can be undertaken safely
- legislation and organisation policies and procedures to enable risk identification and assessment for relevant activities and identification of the legal responsibilities associated with risk-management
- sport, fitness and recreation industry risk-management standards and best practice guidelines for selected activity to inform selection of risk treatment options
- hierarchy of controls to enable the most appropriate and viable risk-treatment options to be applied to activities
- hazards associated with specific activities and locations to enable effective risk-treatment options to be identified for the activity and location
- risk-assessment principles and methodology
- common risk-management terminology, such as risk, risk-management, hazard, risk analysis and risk-management plan
- equipment design limits and effects of operating outside design limits
- risk-evaluation criteria to enable level of risk to be assessed accurately.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: • work effectively and professionally within organisation risk-management systems and objectives and comply with legislative requirements to undertake risk assessments that are appropriate for specific activities and locations • work within parameters of own job role and responsibilities to assess, select and where appropriate resource viable risk-treatment options; and develop and implement a risk-treatment plan consistent with organisation policies and procedures within required timeframes • document and monitor the risk-treatment plan and contribute to the review of processes and outcomes • access and clarify information to inform application of risk-analysis procedures.

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- Due to issues such as differences in risk associated with different client groups, different equipment, different locations and different environmental conditions, this unit of competency must be assessed through the analysis of risk associated with more than one activity (or one activity with different client groups and or in different locations) in order to ensure consistency of performance over the range statement and contexts applicable to risk analysis of activities.

Context of and specific resources for assessment

Assessment must ensure:

- development and implementation of a risk-treatment plan for specific activities relevant to the individual's current or intended work environment to demonstrate competency and consistency of performance.

Assessment must also ensure access to:

- an environment or facility appropriate to the specific activity
- support staff, locations and resources to implement risk-control measures
- organisation policies and procedures related to risk analysis of activities
- organisation reporting requirements.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of applying organisational risk-analysis procedures to activities and locations
- oral and or written questioning to assess the knowledge of risk-analysis techniques and evacuation skills in relation to risk-assessment methodologies
- third-party reports from a supervisor detailing work performance over multiple applications
- portfolio of records and reports documenting risk-treatment plans and outcomes.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SISFFIT304A Instruct and monitor fitness programs
- SISOODR303A Guide outdoor recreation sessions

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- SISXCAI303A Plan and conduct sport, and recreation sessions.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Records may include:	• equipment maintenance history • maintenance schedule • incident reports • injury statistics or records • failure reports • equipment or activity specific policies or procedures.
Risk-evaluation criteria may include:	• legislation • regulations • Australian Standards • organisational policies, aims and objectives • operating procedures and guidelines.
Potential sources of risk may include:	• physical • chemical • environmental • psychological • financial, commercial and legal • behavioural.
Work health and safety legislation include:	• hazards and risks • emergency response • consultation and participation.
Classification of risk may include:	• diseases • economic perils • environmental • financial • human perils • natural perils • Work Health and Safety product liability • professional liability

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	• property damage • public liability • security • technology.
Risk-treatment options may include:	• avoidance • reduction • transfer • finance • acceptance.
Evaluate may include:	• extent of risk reduction • extent of benefits or opportunities created • taking into account the risk-evaluation criteria.
Risk-management plan may include:	• objectives • equipment and resources • contingencies.
Risk-treatment plan may include:	• implementation details • responsibilities • schedules • expected outcome • budgeting • performance measures • review process.

Unit Sector(s)

Cross-Sector.

Competency Field

Risk Management.

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SISXWHS101 Follow work health and safety policies

Modification History

The release details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Release	Comments
1	New unit. Based on but not equivalent to SISXOHS101A Follow occupational health and safety policies. Changes to address new national Work Health and Safety (WHS) Bill and updated legislation.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to apply general work health and safety requirements in the workplace. It describes generic work health and safety responsibilities applicable to employees without managerial or supervisory responsibilities.

Application of the Unit

This unit applies to those working under supervision in a range of sport, fitness and recreation environments. This may include those working as assistants in after-school or holiday-care programs in a range of locations, those assisting a responsible person in coaching or officiating activities or those undertaking a supporting role in indoor recreation and fitness activities, as well as outdoor recreation activities, such as camps and other guided activities.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

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Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Work safely.	1.1 Identify relevant ***organisational policies and procedures***. 1.2 Carry out pre-start participant and equipment checks. 1.3 Follow established safety procedures during work activities. 1.4 Identify and report existing and potential ***safety issues*** to ***designated persons.*** 1.5 Identify and implement workplace procedures and work instructions for minimising risks. 1.6 Report work-related incidents and accidents to supervisor.
2. Contribute to the management of work health and safety issues.	2.1 Raise work health and safety issues with supervisor. 2.2 Contribute to workplace meetings and other consultative processes for work health and safety management in the workplace. 2.3 Make suggestions for improving work health and safety practices.
3. Minimise risks to personal and public safety.	3.1 Identify ***situations*** that may endanger the personal safety of self, staff and other clients and implement action within scope of responsibility. 3.2 Complete incident report documentation. 3.3 Take action to eliminate workplace ***hazards*** or reduce risks. 3.4 Identify damaged items and equipment and notify supervisor.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- self-management skills to identify and meet work health and safety responsibilities
- communication skills to:
  - report actual or potential hazards and incidents
  - participate in workplace processes to manage work health and safety
- problem-solving skills to:

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  - identify unsafe work practices and hazards
  - apply strategies for a safe work environment
- language and literacy skills to identify and interpret safety signs and symbols and complete incident reports.

Required knowledge

- organisational policies and procedures to enable:
  - understanding of rights and responsibilities of employers and employees
  - conduct of safe work activities and reporting of unsafe practices or equipment
- consultative processes to manage and monitor health and safety issues to enable active participation in maintaining a safe workplace
- work health and safety consultative processes to enable contribution to a safe workplace
- potential hazards in the workplace
- commonly used hazard signs and safety symbols.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: • access and interpret relevant workplace safety information to carry out all work tasks safely and responsibly according to organisational policies and procedures and legislative requirements • address safety issues within the limits of own role and responsibility and identify, clarify and report safety issues outside area of responsibility to appropriate personnel, including actual and potential hazards • contribute to participative arrangements for the management of the organisational work health and safety program.
Context of and specific resources for assessment	Assessment must ensure: • application of general work health and safety requirements relevant to the individual's current or intended work environment on multiple occasions to demonstrate competency and consistency of performance. Assessment must also ensure access to:

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- a venue, facility or location with appropriate equipment and activity that reflects specific industry sector requirements and expectations
- organisational consultative structures, including key health and safety staff and equipment and or aids to carry out tasks safely
- documentation, such as work health and safety policies and procedures.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of applying safe work practices within work environment
- oral and or written questioning to assess knowledge of organisational WHS procedures
- portfolio of incident or accident reports submitted and or reported to relevant personnel
- third-party reports from a supervisor detailing work performance.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SISXEMR201A Respond to emergency situations.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the individual, accessibility of the item, and local industry and regional contexts) may also be included.

Organisational policies and procedures may include:

- chemical handling
- duty of care
- emergency procedures
- first aid
- general maintenance
- hazard identification
- health and hygiene
- issue resolution
- manual handling
- work health and safety
- personal safety

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- reporting procedures
- security
- stress management
- use of personal protective equipment
- use of motor vehicles
- waste disposal.

Safety issues may include:

- environmental conditions
- slippery surfaces
- manual handling and lifting
- toxic or hazardous materials
- industrial gases
- body fluids
- fire
- contaminated waste
- participants with infectious diseases
- sharps
- chemical spills
- dust and vapours
- noise, light and energy sources
- hazardous equipment
- vehicles
- unsafe work practices
- medical emergencies (e.g. falls, bleeding, seizures, fainting, collapses, panic attack, psychosis)
- workplace stress.

Designated persons may include:

- designated health and safety officers
- health and safety representatives
- supervisors
- managers
- team leaders
- other persons nominated or authorised by the organisation or industry.

Situations may include:

- verbal abuse
- physical aggression
- emergencies.

Hazards may include anything which is a source of:

- potential harm in terms of human injury or ill health
- damage to property
- damage to the environment.

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Unit Sector(s)

Cross-Sector

Competency Field

Work Health and Safety

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TAEASS301 Contribute to assessment

Modification History

Release	Comments
Release 1	This version first released with *TAE Training and Education Training Package Version 2.0.*

Application

This unit describes the skills and knowledge required to contribute to the assessment process.

It applies to a person with technical or vocational expertise who is in a supervisory or mentoring/coaching work role, and for whom collecting the evidence for assessment is an adjunct to principal work responsibilities. The unit applies to those involved in collecting evidence for assessment against units of competency or accredited courses.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Assessment

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*

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ELEMENT	PERFORMANCE CRITERIA
1. Clarify role and responsibilities in the assessment process	1.1 Discuss and confirm the purpose of the assessment with relevant people 1.2 Discuss and confirm benchmarks for assessment with the qualified assessor 1.3 Access, read and clarify assessment plan with the qualified assessor 1.4 Discuss and agree with the qualified assessor specific responsibilities in gathering evidence, and the types of evidence to be gathered
2. Confirm organisational arrangements for evidence gathering	2.1 Access and confirm relevant assessment system policies and procedures, organisational, legal and ethical requirements, and other relevant advice on assessment 2.2 Clarify the nominated assessment tools and methods for collecting evidence with the qualified assessor, to ensure that the procedures to be followed, and the instruments to be used are clear 2.3 Discuss and confirm with the relevant people the assessment context, including the candidate's characteristics and any need for reasonable adjustments 2.4 Confirm and arrange resource requirements in consultation with relevant people
3. Collect evidence in accordance with the assessment plan	3.1 Explain the assessment process to the candidate, including the different responsibilities of the parties involved, and refer any candidate issues or concerns to the qualified assessor, prior to undertaking assessment activities 3.2 Use assessment instruments to gather quality evidence within the available time and resources, according to organisational, legal and ethical requirements
4. Record and report findings	4.1 Organise and provide evidence to the qualified assessor in a format suitable for analysis according to the assessment system's policies and procedures 4.2 Actively seek feedback from the qualified assessor on whether evidence-gathering activities meet the principles of assessment, and whether the evidence collected meets the rules of evidence 4.3 Document areas for improvement in collecting evidence for future assessment activities

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Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Learning	4.2	• Seeks feedback to build knowledge to improve process and professional practice
Reading	1.3, 2.1, 2.2, 2.4, 3.2	• Sources and interprets procedural, and compliance information
Writing	1.1, 1.2, 1.3, 2.1, 2.3, 2.4, 3.2, 4.1, 4.3	• Completes workplace documentation accurately using the appropriate language
Oral Communication	1.1, 1.2, 1.3, 1.4, 2.1, 2.2, 2.3, 2.4, 3.1	• Communicates information and process requirements clearly, based on techniques appropriate to the audience and environment • Uses appropriate speaking and listening techniques to obtain specific information, and to support the assessment process
Navigate the world of work	2.1, 2.2, 3.2, 4.1	• Accesses, confirms and takes responsibility for adherence to policies, procedures, and legal and ethical requirements
Interact with others	4.2	• Asks questions to clarify understanding, and seeks feedback and further information
Get the work done	3.1, 4.1	• Organises work according to defined requirements, taking some responsibility for decisions regarding the format of information

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
TAEASS301 Contribute to assessment	TAEASS301B Contribute to assessment	Updated to meet Standards for Training Packages	Equivalent unit

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3

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Assessment Requirements for TAEASS301 Contribute to assessment

Modification History

Release	Comments
Release 1	This version first released with *TAE Training and Education Training Package Version 2.0.*

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, including:

- clarifying the role to be taken during the assessment
- clarifying the assessment plan with the qualified assessor, including agreement about:
  - what evidence will be collected
  - how the evidence will be collected
- carrying out a minimum of three evidence-gathering activities and, on each occasion:
  - document evidence in a clear and concise manner
  - document feedback from others involved in the assessment

reporting findings to the qualified assessor, including an explanation of how the assessment meets the rules of evidence on each of the three occasions.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- competency-based assessment
- the principles of assessment
- the rules of evidence
- the different purposes of assessment
- the diversity of assessment contexts
- different types of evidence
- evidence-gathering methods
- the purpose and features of assessment tools, and assessment plans

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- potential barriers and processes relating to evidence-gathering procedures, and assessment processes
- the organisational policies and procedures relevant to this unit of competency.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment, and include access to qualified assessors for consultation.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3

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TAEDEL301 Provide work skill instruction

Modification History

Release	Comments
Release 1	This version first released with *TAE Training and Education Training Package Version 2.0.*

Application

This unit describes the skills and knowledge required to conduct individual and group instruction, demonstrate work skills and assess the success of training and one's own training performance, using existing learning resources in a safe and comfortable learning environment.

It emphasises the training as being driven by the work process and context, and applies to a person working under supervision as a work skill instructor in a wide range of settings not restricted to training organisations,

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Delivery and facilitation

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Organise instruction and demonstration	1.1 Gather information about learner characteristics and learning needs 1.2 Confirm a safe learning environment 1.3 Gather and check instruction, demonstration objectives, and seek assistance if required 1.4 Access and review relevant learning resources and learning

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ELEMENT	PERFORMANCE CRITERIA
	materials for suitability and relevance, and seek assistance to interpret the contextual application 1.5 Organise access to necessary equipment or physical resources required for instruction and demonstration 1.6 Notify learners of details regarding the implementation of the learning program and/or delivery plan
2. Conduct instruction and demonstration	2.1 Use interpersonal skills with learners to establish a safe and comfortable learning environment 2.2 Follow the learning program and/or delivery plan to cover all learning objectives 2.3 Brief learners on any workplace health and safety (WHS) procedures and requirements prior to, and during, training 2.4 Use delivery techniques to structure, pace and enhance learning 2.5 Apply coaching techniques to assist learning 2.6 Use communication skills to provide information, instruct learners and demonstrate relevant work skills 2.7 Provide opportunities for practice during instruction and through work activities 2.8 Provide and discuss feedback on learner performance to support learning
3. Check training performance	3.1 Use measures to ensure learners are acquiring, and can use, new technical and generic skills and knowledge 3.2 Monitor learner progress and outcomes in consultation with the learner 3.3 Review relationship between the trainer/coach and the learner, and adjust to suit learner needs
4. Review personal training performance	4.1 Reflect upon personal performance in providing instruction and demonstration, and document strategies for improvement 4.2 Maintain, store and secure learner records, according to organisational and legal requirements

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

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Skill	Performance Criteria	Description
Learning	4.1	• Reflects on practice to improve
Reading	1.1, 1.3, 1.4, 2.2	• Sources and interprets processes and procedures, learning resources and information relevant to providing a work instruction and delivery
Writing	1.4, 1.6, 2.3, 2.6, 2.8, 3.2, 4.1, 4.2	• Accurately maintains learner records and documentation appropriate to the learning context and audience
Oral Communication	1.1, 1.6, 2.3, 2.4, 2.6	• Uses appropriate communication strategies to engage, build rapport, provide instruction, monitor progress and provide feedback to individuals or groups
Interact with others	1.2, 1.3, 2.1, 2.5, 2.8, 3.2	• Recognises the importance of consultation and negotiation while collaborating to confirm strategy and achieve required outcomes • Asks questions in order to clarify understanding, and to provide and seek feedback • Builds rapport to establish effective working relationships and to achieve effective outcomes
Get the work done	1.1-1.6, 2.1-2.8, 3.1-3.3, 4.1, 4.2	• Organises and completes work according to defined requirements, taking responsibility for some decisions and sequencing tasks to achieve efficient outcomes • Identifies and responds to potential risks, problems and opportunities for improvement and considers options for different approaches

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
TAEDEL301 Provide work skill instruction	TAEDEL301A Provide work skill instruction	Updated to meet Standards for Training Packages	Equivalent unit

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3

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Assessment Requirements for TAEDEL301 Provide work skill instruction

Modification History

Release	Comments
Release 1	This version first released with *TAE Training and Education Training Package Version 2.0.*

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, including:

- carrying out a minimum of three training sessions, involving demonstrating and instructing particular work skills for at least two different individuals or small groups, with each session addressing:
  - different learning objectives
  - a range of delivery techniques and effective communication skills appropriate to the audience.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- learner characteristics and needs
- the content and requirements of the relevant learning program, and/or the delivery plan
- the sources and availability of relevant learning resources and learning materials
- the content of relevant learning resources and learning materials
- training techniques that enhance learning, and when to use them
- introductory knowledge of learning principles and learning styles
- key workplace health and safety (WHS) issues in the learning environment, including:
  - roles and responsibilities of key personnel
  - responsibilities of learners
  - relevant policies and procedures, including hazard identification, risk assessment, reporting requirements, safe use of equipment and emergency procedures
  - risk controls for the specific learning environment.

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Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment and include access to any necessary workplace documents.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3

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TAEDEL404 Mentor in the workplace

Modification History

Release	Comments
Release 1	This version first released with *TAE Training and Education Training Package Version 2.0.*

Application

This unit describes the skills and knowledge required to establish and develop a professional mentoring relationship with an individual in a workplace.

It applies to workplace supervisors or other work colleagues who work under limited supervision and who have responsibility for mentoring one or more individuals in the workplace. This may include, but is not limited to, those who mentor an apprentice or trainee employed by, or undertaking a work placement within, an organisation.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Delivery and facilitation

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Develop a mentoring plan	1.1 Identify scope and boundaries of the mentoring relationship according to organisational procedures 1.2 Document mentoring plan in accordance with organisational requirements 1.3 Establish ground rules and negotiate realistic expectations 1.4 Establish and maintain confidentiality of the relationship in

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ELEMENT	PERFORMANCE CRITERIA
	accordance with legislation, policy and procedures
2. Facilitate mentoring relationship	2.1 Develop learner's confidence, self-esteem, respect and trust in the mentoring relationship 2.2 Share personal experiences and knowledge with the person being mentored according to agreed objectives 2.3 Support the person being mentored to develop and use skills in problem solving and decision making 2.4 Use personal and professional networks to assist the person being mentored 2.5 Provide information, and guidance to enhance engagement in the workplace 2.6 Use techniques for resolving differences without damaging the relationship, and obtain assistance according to organisational policy and procedures
3. Monitor mentoring relationship	3.1 Provide planning assistance and guidance as requested by the person being mentored in a form and style to suit their requirements 3.2 Provide feedback to the person being mentored on progress towards achieving the expectations and goals of the mentoring process 3.3 Recognise and discuss changes in the mentoring relationship with appropriate stakeholders 3.4 Negotiate and manage closure of the mentoring arrangement once objectives have been met
4. Evaluate effectiveness of mentoring	4.1 Establish and discuss benefits gained from the mentoring process 4.2 Reflect on and articulate the personal benefits gained from providing mentoring 4.3 Identify and report the outcomes of the mentoring arrangement and the benefits to the organisation according to organisational policy and procedures to improve the mentoring system or program

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

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Skill	Performance Criteria	Description
Reading	1.1, 1.4	• Sources and interprets texts relevant to mentoring context, including organisational policies and learner information
Writing	1.1, 1.3, 2.5, 3.1, 3.2, 4.3	• Develops content and documents information relevant to mentoring plan
Oral Communication	2.4, 3.3, 4.1, 4.2, 4.3	• Uses appropriate communication techniques to build rapport, trust, engagement and provide guidance and feedback
Navigate the world of work	1.1, 1.4, 2.6, 4.3	• Follows legislative requirements, organisational protocols, policies and procedures in workplace mentoring
Interact with others	1.2, 2.1-2.3, 2.5, 2.6, 3.1, 3.2, 3.4	• Builds rapport using collaboration with others to achieve joint outcomes and effective interaction • Provides mentoring and role modelling to achieve agreed outcomes • Cooperates and consults with others to clarify understanding and seek feedback
Get the work done	1.1-1.4, 2.1-2.6, 3.1-3.4, 4.1-4.3	• Plans, organises and completes work according to defined requirements taking responsibility for decisions and sequencing tasks to achieve efficient outcomes • Identifies and responds to problems, considering options for different approaches

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
TAEDEL404 Mentor in the workplace	TAEDEL404 A Mentor in the workplace	Updated to meet Standards for Training Packages	Equivalent unit

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3

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Assessment Requirements for TAEDEL404 Mentor in the workplace

Modification History

Release	Comments
Release1	This version first released with *TAE Training and Education Training Package Version 2.0.*

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, including:

- preparing a mentoring plan between the mentor and mentee that sets out clear objectives for a mentoring relationship that will last at least one year
- facilitating at least three mentoring sessions
- documenting information on sessions, including comments and notes from both mentor and mentee.
-

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- relevant policy, legislation, codes of practice and national standards likely to impact on the provision of workplace mentoring, including training contracts and responsibilities of employer, registered training organisation (RTO) and funding body where they exist
- mentoring methodologies and strategies
- learning theories in relation to mentoring
- strategies for working with a mentee including encouraging self reflection, confidence and the building of rapport
- acceptable behaviour in the mentoring relationship
- equal employment opportunity, equity and diversity principles
- how a mentor can support the mentee's employer to meet its WHS obligations for the mentee.
-

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Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment and include access to:

- documentation of any existing training plan or contract if applicable to the mentoring relationship.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3

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TLIB0002 Carry out vehicle inspection

Modification History

Release 1. This is first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to carry out an inspection of a commercial vehicle in accordance with relevant workplace procedures.

It includes conducting routine checks, cleaning vehicles, ensuring all specified safety requirements are met and ensuring vehicles are operational according to workplace procedures.

Work is performed with limited or minimum supervision, and with duty of care for self and others in achieving the prescribed outcomes.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

B – Equipment Checking and Maintenance

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1 Check and clean vehicle	**1.1** Vehicle hazards are identified and required action is taken to minimise, control or eliminate identified hazards
	1.2 Visual check of internal and external condition of

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		vehicle is carried out and relevant documentation is completed in accordance with workplace procedures
	1.3	Pre-operational inspections and checks are conducted in accordance with workplace procedures
	1.4	Associated equipment is tested to ensure it functions correctly to manufacturer specifications and workplace procedures
	1.5	Operational checks are carried out after engine is started to identify possible defects
	1.6	Shut-down checks are carried out to identify possible defects
	1.7	Warning systems (instruments and gauges) are checked to ensure they are operational in accordance with manufacturer specifications and workplace procedures
	1.8	Vehicle monitoring device including In Vehicle Monitoring System (IVMS) and telematics is logged on/off as required in accordance with manufacturer instructions and workplace procedures
	1.9	Vehicle is cleaned in accordance with work health and safety (WHS)/occupational health and safety (OHS)/occupational safety and health (OSH) and environmental requirements and workplace procedures
2	**Complete documentation**	**2.1** Vehicle defects are identified and diagnosed, and appropriate action is taken to report to relevant person/s or remedy identified defects as required by workplace procedures
		2.2 Records of inspection are updated and recommended repairs from relevant person/s are documented in accordance with workplace procedures

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work

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environment.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIB2004 Carry out vehicle inspection.

Links

Companion Volume Implementation Guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851

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Assessment Requirements for TLIB0002 Carry out vehicle inspection

Modification History

Release 1. This is first release of this unit of competency in the TLI Transport and Logistics Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- applying relevant legislation and workplace procedures
- carrying out vehicle inspections in accordance with workplace and manufacturer requirements including:
  - conducting engine oil checks
  - conducting coolant level checks
  - conducting hydraulic oil and other fluid checks
  - conducting globe replacement procedure
  - conducting tyre checks for wear
  - checking of gauges, warning lights, screen displays and buzzers to confirm operational status
- communicating effectively with others when reporting identified problems, faults or malfunctions
- completing documentation related to routine vehicle inspection clearly and concisely
- reading and interpreting relevant instructions, procedures, information and manuals
- reporting and rectifying identified problems, faults or malfunctions promptly
- visual checking for defects to internal and external of vehicle
- operating relevant cleaning equipment and using relevant cleaning supplies
- completing relevant workplace documentation
- applying working at height procedures during cleaning of vehicles
- applying relevant work health and safety (WHS)/occupational health and safety (OHS)/occupational safety and health (OSH), environmental requirements and workplace procedures
- using relevant Personal Protective Equipment (PPE) while cleaning.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- duty of care requirements for routine vehicle inspections

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- principles of systems operation on commercial vehicles
- problems that may occur during routine vehicle inspections and appropriate actions and solutions
- relevant reporting and documentation requirements for carrying out vehicle inspections
- relevant WHS/OHS/OSH and environmentally sustainable practices
- workplace procedures and manufacturer specifications for:
  - pre-operational inspection of a commercial vehicle
  - visual inspection
  - checking warning systems
  - associated equipment operation
  - function of gauges, warning lights and devices
  - In Vehicle Monitoring System (IVMS) and telematics
  - defect reporting
- safe use of vehicle cleaning supplies
- safe operation of cleaning equipment
- Safety Data Sheets (SDS) and relevant manufacturer specifications for cleaning products
- WHS/OHS/OSH and environmental requirements for waste disposal.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

Companion Volume Implementation Guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851

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TLIC1051 Operate commercial vehicle

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to maintain the safety of and to operate, a commercial vehicle across a variety of job roles.

It includes monitoring traffic and associated equipment, managing vehicle condition and performance, and effectively managing hazardous situations.

Driving must be carried out in accordance with relevant state/territory roads and traffic authority licence requirements and regulations.

Driving is performed with limited supervision, and with duty of care responsibility for self and others in achieving the prescribed outcomes.

Licensing, legislative, regulatory or certification requirements are applicable to this unit. Provisional car licence must be held prior to commencement of this unit of competency.

Pre-requisite Unit

Not applicable.

Competency Field

C – Vehicle Operation

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS **PERFORMANCE CRITERIA**

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Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.
1	**Operate commercial vehicle**	1.1 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage
		1.2 Driving hazards are identified and/or anticipated and avoided
		1.3 Vehicle lights and indicators are used in accordance with traffic regulations and manufacturer instructions
		1.4 Vehicle is secured in accordance with manufacturer specifications, traffic regulations and workplace procedures
		1.5 Appropriate procedures are followed in a driving emergency
		1.6 Appropriate low-risk driving behaviour is displayed towards other road users in accordance with workplace procedures
		1.7 Vehicle is positioning and moved conveniently and safely for loading and unloading in accordance with regulatory and workplace instruction
		1.8 All associated equipment is operated in accordance with manufacturer and workplace instructions
2	**Monitor traffic and road conditions**	2.1 Most efficient route of travel is taken by monitoring and anticipating traffic flows and conditions, road standards and other factors likely to cause delays or route deviations
		2.2 Traffic and road conditions are constantly monitored and acted on to enable safe operation and to ensure no injury to people or damage to property, equipment, loads and facilities
3	**Monitor and maintain vehicle performance**	3.1 Vehicle performance and safety is maintained through vehicle pre-operational inspections and
		3.2 Performance and efficiency of vehicle operation is monitored during use
		3.3 Vehicle is driven in a manner that incorporates eco driving principles
		3.4 Defective or irregular performance or malfunctions are repaired as a minor repair or reported to appropriate authority
		3.5 Vehicle records are maintained/updated and information is processed in accordance with workplace procedures

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Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIC1051A Operate commercial vehicle.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851

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Assessment Requirements for TLIC1051 Operate commercial vehicle

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- checking and replenishing fluids and carrying out lubrication processes
- completing relevant documentation
- demonstrating low-risk driving behaviours
- monitoring and anticipating traffic hazards and taking appropriate action
- monitoring performance of vehicle and taking appropriate action
- operating a commercial vehicle and its associated equipment
- reporting and/or rectifying identified problems, faults or malfunctions promptly, in accordance with regulatory requirements and workplace procedures
- reading and interpreting relevant instructions, procedures, information and signs .

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- causes and effects of fatigue on drivers
- differences between transmission types
- driving hazards and related defensive driving techniques
- efficient driving techniques
- engine power management and safe driving strategies
- factors that increase fatigue-related accidents
- factors that may cause traffic delays and diversions, and related action that can be taken
- fatigue management strategies including on-road techniques

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- lifestyles that promote effective long-term fatigue management
- low-risk driving behaviours
- map reading and road navigation techniques
- pre-operational checks carried out on vehicle and related action
- principles of stress management when driving a vehicle
- procedures to be followed in a driving emergency
- relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental/emissions procedures and regulations
- relevant state/territory road traffic authority road rules, regulations, permit and licence requirements
- vehicle controls, instruments and indicators and their use
- vehicle handling procedures
- workplace driving and operational instructions.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

A simulator/online assessment is not suitable for the final assessment of this unit of competency.

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851

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TLIC2025 Operate four wheel drive vehicle

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to operate a four wheel drive vehicle safely in a range of conditions in accordance with the relevant state/territory legislated roads and traffic licence requirements.

It includes driving a four wheel drive vehicle on roads, traversing gradients, ascending and descending steep gradients, and operating in rugged terrain. It also includes using vehicle equipment/controls and completing pre- and post-operational checks.

Recognised driver's licence or provisional car licence must be held prior to commencing this unit of competency.

Driving involves the application of four wheel drive vehicle operating principles and procedures to maintain the safety and operation of a four wheel drive vehicle across a variety of on-road and off-road contexts.

Driving is performed with limited supervision, and with duty of care responsibility for self and others in achieving the prescribed outcomes.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

C – Vehicle Operation

Unit Sector

Not applicable.

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Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1 Operate four wheel drive vehicles on roads	1.1 Pre-start checks of vehicle and equipment are carried out in accordance with manufacturer specifications and roadworthy requirements
	1.2 Job hazards are identified and required action is taken to minimise, control or eliminate identified hazards
	1.3 Tyres are checked for pressure suitable for terrain and/or changed in accordance with manufacturer and workplace procedures
	1.4 Vehicle fuel, water and any ancillary equipment are checked before starting vehicle journey in accordance with manufacturer and workplace procedures
	1.5 Loads are secured in accordance with workplace and legislative requirements
	1.6 Vehicle is driven on-road and off-road in accordance with legislative and workplace requirements, at appropriate operating speeds for road or track conditions and hazards
	1.7 Vehicle equipment/controls are set and operated in accordance with manufacturer instructions for operation in surrounding terrain
	1.8 Road conditions are constantly monitored, negotiated and appropriate operations and control techniques are used to ensure safe vehicle operation and no injury to people or damage to vehicle, tracks or loads is sustained
	1.9 Vehicle is parked and shut down in accordance with workplace and manufacturer requirements
2 Operate vehicle on, or across a gradient	2.1 Intended vehicle path is inspected prior to negotiating **gradient**
	2.2 Loads are secured in accordance with workplace and legislative requirements
	2.3 Appropriate gear and/or range are selected and engine revolutions are maintained to ensure constant traction

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	2.4	Vehicle is driven on-road and off-road in accordance with legislative and workplace requirements at appropriate speeds for conditions and gradient hazards
	2.5	Vehicle equipment/controls are set and operated in accordance with manufacturer instructions for operation in, on or across a gradient
	2.6	Gradient conditions are constantly monitored, and appropriate operations and control techniques are used to ensure safe vehicle operation and no injury to people or damage to vehicle, tracks or loads is sustained
3 Operate vehicle ascending a steep gradient	3.1	Intended vehicle path is inspected prior to negotiating ascent
	3.2	Appropriate gear and/or range are selected to ascend grade, and engine revolutions are maintained to ensure constant traction
	3.3	Vehicle equipment/controls are set and operated in accordance with manufacturer instructions for operation while ascending a steep gradient
	3.4	Stall recovery techniques are applied in accordance with manufacturer and workplace procedures
	3.5	Ascent conditions are constantly monitored, and appropriate operations and control techniques are used to ensure safe vehicle operation and no injury to people or damage to vehicle, tracks or loads is sustained
4 Operate vehicle descending a steep gradient	4.1	Intended vehicle path is inspected prior to negotiating gradient
	4.2	Appropriate gear and/or range are selected to descend grade, and engine revolutions are maintained to ensure constant traction
	4.3	Vehicle equipment/controls are set and operated in accordance with manufacturer instructions for operation while descending a steep gradient
	4.4	Stall recovery techniques are applied in accordance with manufacturer and workplace procedures
	4.5	Descent conditions are constantly monitored, and appropriate operations and control techniques are used to ensure safe vehicle operation and no injury to people or damage to vehicle, tracks or loads is sustained

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5 Operate vehicle in rugged terrain	5.1	Intended vehicle path is inspected prior to negotiating rugged terrain
	5.2	Appropriate gear and/or range are selected to negotiate rugged terrain and engine revolutions are maintained to ensure constant traction
	5.3	Vehicle equipment/controls are set and operated in accordance with manufacturer instructions for operation in surrounding terrain
	5.4	Vehicle chains are fitted in accordance with manufacturer instructions and environmental conditions, as required
	5.5	Vehicle load is inspected, positioned and secured to maximise traction for four wheel driving
	5.6	Rugged conditions are constantly monitored, and appropriate operations and control techniques are used to ensure safe vehicle operation and no injury to people or damage to vehicle, tracks or loads is sustained
6 Complete operations	6.1	Vehicle is parked and shut down in accordance with workplace and manufacturer requirements
	6.2	Faults or malfunctions are corrected and/or reported in accordance with manufacturer and workplace requirements
	6.3	Vehicle and equipment are cleaned and stored after use in accordance with workplace requirements
	6.4	Documentation and journey reports are completed in accordance with workplace procedures

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

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Unit Mapping Information

This unit replaces and is equivalent to TLIC2025A Operate four wheel drive vehicle.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851

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Assessment Requirements for TLIC2025 Operate four wheel drive vehicle

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- applying relevant legislation and workplace procedures
- cleaning and storing vehicles and equipment
- communicating effectively with others
- completing relevant documentation
- conducting pre-start checks
- demonstrating low-risk driving behaviours
- identifying and correcting minor operational faults
- identifying job hazards and taking required action
- implementing contingency plans
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies, risk situations and environments
- reporting and/or rectifying identified problems, faults or malfunctions promptly, in accordance with regulatory requirements and workplace procedures
- reading and interpreting relevant instructions, procedures, information and signs
- using and adjusting vehicle equipment/controls as required:
  - brakes
  - electronic traction control
  - freewheeling hubs
  - gears/range
  - heating and cooling systems
  - jacks
  - tyres
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- documentation and record keeping requirements
- effect of hard surface driving (such as transmission wind up) on a 4x4 system
- effect of loads while negotiating a gradient
- effect on centre of gravity of changing fluid loads
- efficient driving techniques and safe driving strategies
- environmental impact of 4x4 driving
- hazards and risks associated with traversing cross gradients
- hazards that may exist when operating a four wheel drive vehicle in on-road and off-road situations, and action to minimise, control or eliminate identified hazards
- low risk driving behaviours:
  - creating and maintaining crash avoidance space
  - protecting crash avoidance space
  - road rules and directions
  - space and time management
- pre- and post-operational checks and related action
- problems that may occur when operating a four wheel drive vehicle, and action that can be taken to report or resolve the problems
- relevant land management procedures and regulations
- relevant state/territory road traffic authority road rules, regulations, permit and licence requirements
- relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental procedures and regulations
- vehicle equipment/controls, instruments and indicators, and their use
- vehicle handling procedures and techniques for a range of road and track conditions
- workplace procedures for operating a four wheel drive vehicle in both on-road and off-road situations.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

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Assessment must occur in workplace operational situations, where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions in a four wheel drive vehicle typical of that used in industry.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

A simulator/online assessment is not suitable for the final assessment of this unit of competency.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851

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TLIC3036 Apply safe car driving behaviours

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required for higher-order safe driving. This unit applies to driving instructors required to apply safe driving behaviours.

This includes higher-order skills involving broad cognitive, technical, communication and vehicle management. It also requires knowledge about hazard perception, risk control and safe driving behaviour, judgement, decision making and multi-tasking, that builds on driver licence requirements across a range of vehicles and driving situations.

Safe car driving behaviours are applied without supervision.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

C – Vehicle Operation

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the	Performance criteria describe the performance needed to

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essential outcomes.	demonstrate achievement of the element.
1 Apply relevant legislation applicable to safe car driving	1.1 Current road rules and regulations are identified, interpreted and applied
	1.2 Road signs, signals and markings are identified and complied with in safe car driving activities
	1.3 Purpose of road rules and traffic safety laws in ensuring safe and efficient regulation of traffic flow, is interpreted and applied when driving a vehicle
2 Apply safe car driving behaviours	2.1 Requirements for safe car driving are applied
	2.2 Importance of attitude in complying with road rules in relation to level of risk faced by a driver, is applied when driving a car
	2.3 Importance of road sharing principles are applied when driving a car
	2.4 Importance of motivation to drive safely is interpreted and explained
	2.5 Principles of proactive driving methods, that maintain one's driving at a low risk, are identified and applied
	2.6 Contributing risk factors to potential crash risks, are identified and are taken into consideration
3 Apply low-risk driving strategies	3.1 Contributing risk factors to forming opinions and beliefs about low-risk driving are applied
	3.2 Human factors that can influence low-risk driving behaviour are outlined
	3.3 Low-risk driving strategies are applied and their rationale is explained
4 Explain risk factors that contribute to accidents when driving a car	4.1 Contributing risk factors to accidents are recognised
	4.2 External factors that could lead to accidents are outlined
	4.3 Internal factors that could lead to accidents are outlined
	4.4 Consequences of accidents in relation to relevant traffic laws and physical, financial and psychological costs to the individual and society, are explained
	4.5 Functions of vehicle operations and controls, and how to

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			recover control of a vehicle are explained
5	**Apply operation and car control skills**	5.1	Appropriate action is taken to respond to hazardous situations
		5.2	Principles of braking are applied to a high level of technical competence
		5.3	Principles of steering are applied to a high level of technical competence
		5.4	Slow speed manoeuvres are carried out to a high level of technical competence
		5.5	Vehicle is operated and controlled to a high level of technical competence

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIC3036A Apply safe car driving behaviours.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851

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Assessment Requirements for TLIC3036 Apply safe car driving behaviours

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- adapting to differences in vehicles, including their operations, controls and safety devices
- applying correct selection and application of a braking system
- applying correct steering control techniques in a variety of driving conditions
- applying high-level road craft skills
- applying road rules
- carrying out pre-operational checks and related action on vehicles
- complying with relevant legislative, regulatory and workplace procedures
- dealing with adverse road conditions while driving a vehicle
- evaluating risk and consequences of own driving actions
- following operational instructions
- identifying, monitoring and anticipating traffic hazards and taking appropriate and timely action
- identifying risk factors that might impact on driving behaviours and implementing appropriate low-risk driving response measures
- implementing contingency plans
- implementing work health and safety (WHS)/occupational health and safety (OHS) requirements and practices when:
  - conducting prestart-up checks
  - identifying hazards
  - minimising, controlling or eliminating hazards
  - observing and interpreting driver behaviour that may put people at risk
- maintaining situational awareness
- making necessary adjustments to suit driving environment
- managing speed and space while driving a vehicle
- manoeuvring a vehicle at slow speed
- monitoring traffic and road conditions and reacting appropriately
- monitoring vehicle performance and taking appropriate action as required

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- negotiating complex traffic and road conditions
- reading and interpreting relevant instructions, road rules, procedures, jurisdictional requirements, information and signs
- selecting and using vehicle operations, controls and safety devices to enable safe car driving
- working collaboratively with other road users when driving a vehicle.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- cognitive factors that may influence performance in car driving activities
- consequences of vehicle accidents
- correct application of braking techniques
- critical factors underpinning high-level driving technical competence
- factors contributing to accidents:
  - age, experience, drugs, alcohol, medication, road conditions, fatigue and time of day
  - driver values, emotions, limitations and personal needs
  - emotional factors, driver's own behaviours and driver's operation at high levels of risk
  - speed, space, vision, road conditions, vehicle condition and environmental conditions
- low-risk driving behaviours including:
  - creating and maintaining crash avoidance space
  - protecting crash avoidance space
  - obeying road rules, safety information and directions
- observation and scanning techniques
- procedures for identifying and responding to hazards
- purpose and benefits of road rules enforcement for safe car driving
- rationale for ongoing development of traffic regulations to meet changing traffic conditions
- relevant road rules and traffic safety legislation including:
  - alcohol and drugs
  - driver licensing
  - vehicle registration
  - vehicle standards
- relevant laws and penalties for demerit point offences, such as driving while unlicensed, disqualified or under the influence of drugs or alcohol
- road signs, signals and markings
- sources and availability of relevant learning resources and learning materials

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- steering operation and controls
- types of adverse driving conditions commonly encountered during driving activities
- vehicle operation and control including:
  - cabin drill
  - managing accelerator
  - managing brakes
  - managing steering
  - start, move off, shut down and secure.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations in a vehicle typical of that used in industry and on a variety of road conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, Australian Road Rules, codes of practice and operation manuals
- relevant materials, tools and equipment currently used in industry
- suitable vehicle that meets state/territory requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851

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CPP Property Services Training Package

Modification History

Release No.	Release date	Comments
9.0	30 September, 2019	**Home Sustainability** Revision of 1 qualification which supersedes its version in the CPP07 Property Services Training Package. • CPP41119 Certificate IV in Home Energy Efficiency and Sustainability Deletion of 1 qualification: • CPP51012 Diploma of Residential Building Energy Assessment Revision of 12 units of competency Deletion of 13 units of competency Refer to Companion Volume Implementation Guide Release 9.0

9.0	30 September, 2019	**Security Project**
		Revision of 5 qualifications which supersede their versions in the CPP07 Property Services Training Package:
		• CPP20319 Certificate II in Technical Security
		• CPP30519 Certificate III in Technical Security
		• CPP30619 Certificate III in Investigative Services
		• CPP40719 Certificate IV in Security Management
		• CPP50619 Diploma of Security Risk Management
		Development of 1 new qualification:
		• CPP41519 Certificate IV in Security Risk Analysis
		  • 63 units of competency
		  • 56 updated units
		  • 51 equivalent units
		  • 5 non-equivalent
		  • 7 new units
		• 2 new skill sets
		Refer to Companion Volume Implementation Guide Release 9.0

9.0	30 September, 2019	**Swimming Pool and Spa Service** Revision of 1 qualification which supersedes its version in the

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Release No.	Release date	Comments
		CPP07 Property Services Training Package. • CPP41319 Certificate IV in Swimming Pool and Spa Service Revision of 14 units of competency Deletion of 3 units of competency Refer to Companion Volume Implementation Guide Release 9.0

9.0	30 September, 2019	**Urban Pest Management**
		Revision of 1 qualification which supersedes and is equivalent to its versions in the CPP07 Property Services Training Package
		• CPP30119 Certificate III in Urban Pest Management
		1 new qualification
		• CPP41619 Certificate IV in Urban Pest Management
		  • 14 units of competency
		  • 2 new unit
		  • 8 equivalent units
		  • 4 non-equivalent units
		Skill Sets
		CPP units updated to latest releases:
		• CPPSS00045 Manage complex fumigation operations
		• CPPSS00046 Manage non-timber pests
		• CPPSS00047 Manage timber pests
		Refer to Companion Volume Implementation Guide Release 9.0

8.0	21 March, 2019	**Real Estate** Revision of 8 Real Estate Qualifications, which supersede their versions in the CPP07 Property Services Training Package. CPP31519 Certificate III in Real Estate Practice supersedes and is equivalent to: • CPP30211 Certificate III in Property Services (Agency) • CPP30311 Certificate III in Property Services (Operations). CPP41419 Certificate IV in Real Estate Practice supersedes and is not equivalent to: • CPP40307 Certificate IV in Property Services (Real Estate) • CPP40407 Certificate IV in Property Services (Stock and Station Agency)

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Release No.	Release date	Comments
		• CPP40507 Certificate IV in Property Services (Business Broking) • CPP40611 Certificate IV in Property Services (Operations). CPP51119 Diploma of Property (Agency Management) supersedes and is not equivalent to: • CPP50307 Diploma of Property Services (Agency Management) • CPP50409 Diploma of Property Services (Business Broking). **Real Estate Units** • 44 units of competency were updated to align with the Standards for Training Packages. • 27 new units of competency were developed to meet industry needs. **Real Estate Skill Sets** • 12 new skill sets were developed to meet industry skills expectations. • 11 skill sets were developed to align with licensing outcomes. **Minor releases**: Units • CPPCLO3001 Maintain hard floor surfaces Update in the Knowledge Evidence, replaced the word ‘distilling’ with ‘diluting’. Imported units updated to latest releases. Refer to Companion Volume Implementation Guide Release 8.0
7.1	8 February, 2019	**Security Operations** Updated release of CPP20218 Certificate II in Security Operations, which now supersedes and is non- equivalent to CPP10107 Certificate I in Security Operations. Updated release of: • CPPSEC2103 Apply WHS, emergency response and evacuation procedures to maintain security, which now also supersedes and is equivalent to CPPSEC1004A Apply health care security procedures. • CPPSEC2104 Apply risk assessment to select and carry out response to security risk situations, which now also supersedes and is equivalent to CPPSEC1001A Identify

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Release No.	Release date	Comments
		report risk situation • CPPSEC2105 Provide quality services to a range of security clients, which now also supersedes and is equivalent to CPPSEC1002A Apply retail security procedures. • CPPSEC3116 Carry, operate and maintain semiautomatic pistols for security purposes, minor change to the Knowledge Evidence. Minor change to the Knowledge Evidence to CPPSEC3116 Carry, operate, maintain semi-automatic pistols for security purposes.
7.0	21 January, 2019	**Security Operations** Revision of 2 qualifications, which are not equivalent to their superseded versions in the CPP07 Property Services Training Package: • CPP20218 Certificate II in Security Operations • CPP31318 Certificate III in Security Operations. Development of 1 new qualification: • CPP31418 Certificate III in Close Protection Operations. Updated 39 units of competency. Development of 6 new units of competency. Development of 6 new skill sets.
6.0	15 November, 2018	Revision of 1 qualification, which is equivalent to its superseded version in the CPP07 Property Services Training Package: • CPP31218 Certificate III in Swimming Pool and Spa Service. Revision of 15 equivalent units of competency.
5.0	June 2017	Development of 1 new qualification: • CPP20617 Certificate II in Cleaning. Development of 14 new units of competency.
4.2	Jan 2017	Revision of 5 qualifications, which are equivalent to their superseded version in the CPP07 Property Services Training Package: • CPP30216 Certificate III in Surveying and Spatial Information Services • CPP40316 Certificate IV in Spatial Information Services • CPP40516 Certificate IV in Strata Community Management

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Release No.	Release date	Comments
		CPP50116 Diploma of Surveying CPP50216 Diploma of Spatial Information Services. Minor release to update current qualifications where a new non-native equivalent elective unit has superseded imported non-native units.
4.1	Dec 2016	Updated training package with new imported unit CPCCWHS1001 Prepare to work safely in the construction industry replacing superseded CPCCOHS1001A Work safely in the construction industry.
4.0	May 2016	Development of 3 new qualifications: • CPP30416 Certificate III in Strata Community Management • CPP40516 Certificate IV in Strata Community Management • CPP50316 Diploma of Strata Community Management. Redevelopment of 10 new strata community management units. Revision 39 equivalent strata community management units.
4.0		Revision of 2 equivalent cleaning qualifications: • CPP30316 Certificate III in Cleaning Operations • CPP40416 Certificate IV in Cleaning Management Development of 4 new cleaning units of competency. Revision of 34 cleaning units: • 27 cleaning units equivalent to their superseded versions revision of 7 common units of competency. Revision of three cleaning skill sets equivalent to their superseded versions: • CPPSS00052 Develop and implement environmentally sustainable cleaning programs • CPPSS00053 Implement environmentally sustainable cleaning programs • CPPSS00055 Perform environmentally sustainable cleaning operations. Development of 5 new cleaning skill sets: • CPPSS00048 Clean and restore hard floors • CPPSS00049 Clean carpets • CPPSS00051 Clean residential work sites • CPPSS00054 Induct cleaning staff

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Release No.	Release date	Comments
		• CPPSS00050 Clean hospitals and aged care facilities.
3.0	May 2016	Revision of 7 qualifications, which are equivalent to their superseded version in the CPP07 Property Services Training Package: • CPP20116 Certificate II in Surveying and Spatial Information Services • CPP30216 Certificate III in Surveying and Spatial Information Services • CPP40216 Certificate IV in Surveying • CPP40316 Certificate IV in Spatial Information Services • CPP50116 Diploma of Surveying • CPP50216 Diploma of Spatial Information Services • CPP60116 Advanced Diploma of Surveying Revision of 54 SSIS units of competency equivalent to their superseded versions. Revision of 8 SSIS non-equivalent units of competency. Development of 2 new SSIS units of competency: • CPPSIS3021 Visually interpret image data • CPPSIS4039 Design and produce maps. Revision of 3 common units, 2 of which are equivalent to their superseded versions: • CPPCMN4002 Implement and monitor environmentally sustainable work practices • CPPCMN4003 Establish, develop and monitor teams. And one (1) that is not equivalent to its superseded version: • CPPCMN3006 Provide effective client service.
2.0	8 September 2015	Revision of 1 qualification, which is equivalent to its superseded version in the CPP07 Property Services Training Package. • CPP30115 Certificate III in Urban Pest Management Revision of 15 units of competency, which are equivalent to the equivalent to their superseded versions in CPP07. Revision of 3 skill sets equivalent to their superseded versions in CPP07: • CPPSS00045 Manage complex fumigation operations • CPPSS00046 Manage non-timber pests • CPPSS00047 Manage timber pests.

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Release No.	Release date	Comments
1.0	4 March, 2015	**Primary release**. Development of 1 new qualification: • CPP40115 Certificate IV in Building Design Drafting Development of 13 new units of competency.

Credit Arrangements

At the time of endorsement of this Training Package no national credit arrangements exist.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPSS00045 Manage complex fumigation operations

Modification History

Release 2 This version first released with CPP Property Services Training Package Release 9.0.

This skill set has been updated to reflect updated unit codes and unit titles:

- CPPUPM3011 Manage organisms by applying fumigants to commodities and environments
- CPPUPM4002 Schedule, organise and monitor pest management operations
- CPPUPM4004 Assess and advise on pest management options for complex operations

Included the following to support licensing outcomes:

- CPPUPM3006 Manage pest by applying pesticides
- CPPUPM3018 Maintain equipment and pesticide storage area in pest management vehicles

BSBSMB407 Manage a small team has been removed from skill set.

Release 1 This version first released with CPP Property Services Training Package Version 2.0.

This skill set replaces equivalent CPPSS00022 Manage Complex Fumigation Operations Skill Set, now deleted from CPP07 Property Services Training Package Version 14.1.

Description

This skill set provides pest management technicians with the competencies required to prepare proposals for complex fumigation work and manage a small team to complete the work to meet compliance requirements, such as quarantine regulations.

Pathways Information

Completion of these units provides credit towards CPP30119 Certificate III in Urban Pest Management.

Licensing/Regulatory Information

Licensing, legislative, regulatory or certification requirements apply to pest management in some States. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

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The skill set is applicable in some States but does not meet the full licensing requirements of all States and Territories.

Skill Set Requirements

CPPUPM3006	Manage pests by applying pesticides
CPPUPM3011	Manage organisms by applying fumigants to commodities and environments
CPPUPM3018	Maintain equipment and pesticide storage area in pest management vehicles
CPPUPM4002	Schedule, organise and monitor pest management operations
CPPUPM4004	Assess and advise on pest management options for complex operations

Target Group

This skill set is for people managing large-scale fumigation operations, such as those conducted on aircraft and ships.

Suggested words for Statement of Attainment

These units from CPP Property Services Training Package meet industry requirements for managing complex fumigation operations.

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CPPSS00046 Manage non-timber pests

Modification History

Release 2 This version first released with CPP Property Services Training Package Release 9.0.

CPP units updated to latest releases.

Release 1 This version first released with CPP Property Services Training Package Version 2.0.

This skill set replaces equivalent CPPSS00023 Manage Non-Timber Pests Skill Set, now deleted from CPP07 Property Services Training Package Version 14.1.

Description

This skill set provides pest management technicians with the competencies required to inspect premises for non-timber pests, excluding complex or high risk operations such as hospitals. It also covers developing pest management plans, and with the agreement of the client, implementing pest management methods including application of pesticides or modification of the environment. It also covers maintaining pest management equipment and chemical storage areas.

Pathways Information

Completion of these units provides credit towards CPP30119 Certificate III in Urban Pest Management.

Licensing/Regulatory Information

Licensing, legislative, regulatory or certification requirements apply to pest management in some States. Relevant state and territory regulatory authorities should be consulted to confirm those requirements

The skill set is applicable in some States but does not meet the full licensing requirements of all States and Territories.

Skill Set Requirements

CPPUPM3005 Manage pests without applying pesticides

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CPPUPM3006	Manage pests by applying pesticides
CPPUPM3018	Maintain equipment and pesticide storage area in pest management vehicles

Target Group

This skill set is for people who provide an urban pest management service managing non-timber pests.

Suggested words for Statement of Attainment

These units from CPP Property Services Training Package meet industry requirements for managing non-timber pests in most States and Territories.

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CPPSS00047 Manage timber pests

Modification History

Release 2 This version first released with CPP Property Services Training Package Release 9.0.

CPP units updated to latest releases.

Release 1 This version first released with CPP Property Services Training Package Version 2.

This skill set replaces equivalent CPPSS00025 Manage Timber Pests Skill Set, now superseded and not replaced in CPP07 Property Services Training Package Version 14.1.

Description

This skill set provides pest management technicians with the competencies required to inspect premises for timber pests. It also covers developing pest management plans, and with the agreement of the client, implementing pest management methods including biological controls, chemical barrier treatments, physical barrier treatments, management controls or the installation of physical termite management systems.

Pathways Information

Completion of these units provides credit towards CPP30119 Certificate III in Urban Pest Management.

Licensing/Regulatory Information

Licensing, legislative, regulatory or certification requirements apply to pest management in some States. Relevant state and territory regulatory authorities should be consulted to confirm those requirements

The skill set is applicable in some States but does not meet the full licensing requirements of all States and Territories.

Skill Set Requirements

CPPUPM3008 Inspect for and report on timber pests

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CPPUPM3010	Control timber pests
CPPUPM3042	Install termite management systems

Target Group

This skill set is for people who provide an urban pest management service managing timber pests.

Suggested words for Statement of Attainment

These units from CPP Property Services Training Package meet industry requirements for managing basic timber pests in most States and Territories.

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CPPSS00048 Clean and restore hard floors

Modification History

Release 1.

New skill set.

This version first released with CPP Property Services Training Package Version 4.

Description

This skill set covers the competencies required to clean and restore a range of hard floor surfaces found in commercial and residential cleaning work sites.

Pathways Information

Completion of these units provides credit towards CPP30316 Certificate III in Cleaning Operations.

Licensing/Regulatory Information

No licensing, legislative, regulatory, accreditation or certification requirements apply to this skill set at the time of endorsement.

Skill Set Requirements

CPPCLO3001	Maintain hard floor surfaces
CPPCLO3002	Restore hard floor surfaces

Target Group

This skill set is for cleaners working alone or in teams, responsible for cleaning and restoring hard floors in commercial or residential work sites.

Suggested words for Statement of Attainment

These units from CPP Property Services Training Package meet industry requirements for cleaning and restoring hard floor surfaces.

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Custom Content Section

Not applicable.

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CPPSS00049 Clean carpets

Modification History

Release 1.

New skill set.

This version first released with CPP Property Services Training Package Version 4.

Description

This skill set covers the competencies required to undertake general cleaning of carpets, including vacuuming and treating basic and complex carpet stains.

Pathways Information

Completion of these units provides credit towards CPP30316 Certificate III in Cleaning Operations.

Licensing/Regulatory Information

No licensing, legislative, regulatory, accreditation or certification requirements apply to this skill set at the time of endorsement.

Skill Set Requirements

CPPCLO3004	Maintain carpeted floors
CPPCLO3006	Clean carpets
CPPCLO3007	Remove carpet stains
CPPCLO3015	Treat complex carpet stains

Target Group

This skill set is for cleaners working alone or in teams, responsible for undertaking carpet cleaning in commercial or residential work sites.

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Suggested words for Statement of Attainment

These units from CPP Property Services Training Package meet industry requirements for undertaking carpet cleaning.

Custom Content Section

Not applicable.

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CPPSS00050 Clean hospitals and aged care facilities

Modification History

Release 1.

New skill set.

This version first released with CPP Property Services Training Package Version 4.

Description

This skill set covers the competencies required to clean and sanitise a range of surfaces in hospitals and aged care facilities, where infection control is critical to mitigating the spread of diseases.

Pathways Information

Completion of these units provides credit towards CPP30316 Certificate III in Cleaning Operations and a range of HLT Health Training Package qualifications.

Licensing/Regulatory Information

No licensing, legislative, regulatory, accreditation or certification requirements apply to this skill set at the time of endorsement.

Skill Set Requirements

CPPCLO3045	Clean high-touch surfaces
HLTINF001	Comply with infection prevention and control policies and procedures

Target Group

This skill set is for cleaners working alone or in teams, responsible for cleaning and sanitising high-touch surfaces in hospitals and aged care facilities.

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Suggested words for Statement of Attainment

These units from CPP Property Services Training Package meet industry requirements for cleaning hospitals and aged care facilities.

Custom Content Section

Not applicable.

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CPPSS00051 Clean residential work sites

Modification History

Release 1.

New skill set.

This version first released with CPP Property Services Training Package Version 4.

Description

This skill set covers the competencies required to clean commonly found rooms in residential work sites according to client requirements. It includes working alone or in remote areas in line with privacy requirements, and while maintaining own safety.

Pathways Information

Completion of these units provides credit towards CPP30316 Certificate III in Cleaning Operations and other CPP qualifications.

Licensing/Regulatory Information

No licensing, legislative, regulatory, accreditation or certification requirements apply to this skill set at the time of endorsement.

Skill Set Requirements

CPPCLO3005	Confirm and apply privacy and security requirements for cleaning work
CPPCLO3017	Clean wet areas
CPPCLO3018	Clean and maintain furniture and fittings
CPPCMN3006	Provide effective client service

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Target Group

This skill set is for cleaners working alone or in teams, responsible for cleaning residential work sites.

Suggested words for Statement of Attainment

These units from CPP Property Services Training Package meet industry requirements for cleaning residential work sites.

Custom Content Section

Not applicable.

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CPPSS00052 Develop and implement environmentally sustainable cleaning programs

Modification History

Release 1.

Revised skill set.

Replaces superseded equivalent CPPSS00014 Develop and implement environmentally sustainable cleaning programs.

This version first released with CPP Property Services Training Package Version 4.

Description

This skill set covers the competencies required to develop and implement workplace policies and procedures that support cleaning using environmentally sustainable work practices, and to monitor their implementation.

Pathways Information

Completion of these units provides credit towards CPP30316 Certificate III in Cleaning Operations, CPP40416 Certificate IV in Cleaning Management, and other CPP qualifications.

Licensing/Regulatory Information

No licensing, legislative, regulatory, accreditation or certification requirements apply to this skill set at the time of endorsement.

Skill Set Requirements

CPPCLO3011	Clean using environmentally sustainable work practices
CPPCMN4001	Develop workplace policies and procedures for sustainability
CPPCMN4002	Implement and monitor environmentally sustainable work practices

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Target Group

This skill set is for experienced managers responsible for developing and implementing environmentally sustainable cleaning programs.

Suggested words for Statement of Attainment

These units from CPP Property Services Training Package meet industry requirements for developing and implementing environmentally sustainable cleaning programs.

Custom Content Section

Not applicable.

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CPPSS00053 Implement environmentally sustainable cleaning programs

Modification History

Release 1.

Revised skill set.

Replaces superseded equivalent CPPSS00016 Implement environmentally sustainable cleaning programs.

This version first released with CPP Property Services Training Package Version 4.

Description

This skill set covers the competencies required to implement environmentally sustainable cleaning programs in commercial or residential work sites.

Pathways Information

Completion of these units provides credit towards CPP30316 Certificate III in Cleaning Operations, CPP40416 Certificate IV in Cleaning Management, and other CPP qualifications.

Licensing/Regulatory Information

No licensing, legislative, regulatory, accreditation or certification requirements apply to this skill set at the time of endorsement.

Skill Set Requirements

CPPCLO3011	Clean using environmentally sustainable work practices
CPPCMN4002	Implement and monitor environmentally sustainable work practices

Target Group

This skill set is for experienced managers responsible for implementing environmentally sustainable cleaning programs.

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Suggested words for Statement of Attainment

These units from CPP Property Services Training Package meet industry requirements for implementing environmentally sustainable cleaning programs.

Custom Content Section

Not applicable.

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CPPSS00054 Induct cleaning staff

Modification History

Release 1.

New skill set.

This version first released with CPP Property Services Training Package Version 4.

Description

This skill set covers the competencies required to commence cleaning activities in a new work site or for a new employer. It covers applying safety, privacy and security requirements for different work sites, and maintaining storage areas that house a range of chemicals and equipment.

Pathways Information

Completion of these units provides credit towards CPP30316 Certificate III in Cleaning Operations.

Licensing/Regulatory Information

No licensing, legislative, regulatory, accreditation or certification requirements apply to this skill set at the time of endorsement.

Skill Set Requirements

CPPCLO3003	Clean using safe work practices
CPPCLO3005	Confirm and apply privacy and security requirements for cleaning work
CPPCLO3035	Maintain cleaning storage areas

Target Group

This skill set is for cleaners working alone or in teams, responsible for inducting cleaning staff for commercial or residential work sites.

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Suggested words for Statement of Attainment

These units from CPP Property Services Training Package meet industry requirements for providing general workplace induction for cleaning staff.

Custom Content Section

Not applicable.

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CPPSS00055 Perform environmentally sustainable cleaning operations

Modification History

Release 1.

Revised skill set.

Replaces superseded non-equivalent CPPSS00028 Perform environmentally sustainable cleaning operations.

This version first released with CPP Property Services Training Package Version 4.

Description

This skill set covers the competencies required to undertake cleaning tasks using environmentally sustainable work practices. It includes cleaning and handling waste, some of which may be recyclable.

Pathways Information

Completion of these units provides credit towards CPP30316 Certificate III in Cleaning Operations.

Licensing/Regulatory Information

No licensing, legislative, regulatory, accreditation or certification requirements apply to this skill set at the time of endorsement.

Skill Set Requirements

CPPCLO3011	Clean using environmentally sustainable work practices
CPPCLO3019	Remove waste and recyclable materials

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Target Group

This skill set is for cleaners responsible for performing environmentally sustainable cleaning operations.

Suggested words for Statement of Attainment

These units from CPP Property Services Training Package meet industry requirements for using environmentally sustainable practices when cleaning.

Custom Content Section

Not applicable.

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CPPSS00059 Batons and handcuffs

Modification History

Release 1

This skill set first released with the CPP Property Services Training Package release 7.0.

Description

This skill set describes the skills and knowledge required to safely and effectively carry and use batons and handcuffs.

Pathways Information

This skill set may provide credit towards CPP31318 Certificate III in Security Operations and CPP31418 Certificate III in Close Protection Operations.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

CPPSEC3110 Control persons using batons

CPPSEC3111 Restrain persons using handcuffs

Target Group

This skill set is suitable for licensed security officers and crowd controllers who are responsible for protecting the safety and security of people, property and premises using batons and handcuffs.

Suggested words for Statement of Attainment

These competencies from the CPP Property Services Training Package meet industry and regulatory requirements for a licensed security officer to carry and use batons and handcuffs for security purposes.

Custom Content Section

Not applicable.

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CPPSS00060 Canine

Modification History

Release 1

This skill set first released with the CPP Property Services Training Package release 7.0.

Description

This skill set describes the skills and knowledge required to safely handle a guard dog for security purposes.

Pathways Information

This skill set may provide credit towards CPP31318 Certificate III in Security Operations.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

CPPSEC3112 Manage training and well-being of dogs for security functions

CPPSEC3113 Handle dogs for security patrols

Target Group

This skill set is suitable for licensed security officers who are responsible for protecting the safety and security of premises and property using a guard dog.

Suggested words for Statement of Attainment

These competencies from the CPP Property Services Training Package meet industry and regulatory requirements for a licensed security officer to perform guarding and patrol functions using a guard dog.

Custom Content Section

Not applicable.

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CPPSS00061 Cash-in-transit

Modification History

Release 1

This skill set first released with the CPP Property Services Training Package release 7.0.

Description

This skill set describes the skills and knowledge required to securely collect, transfer and deliver cash and valuables whilst in transit.

Pathways Information

This skill set may provide credit towards CPP31318 Certificate III in Security Operations.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

CPPSEC3118 Inspect and test cash-in-transit security equipment

CPPSEC3119 Implement cash-in-transit security procedures

CPPSEC3120 Load and unload cash-in-transit in secured and unsecured environments

Target Group

This skill set is suitable for licensed security officers who are responsible for collecting, transferring and delivering cash and valuables.

Suggested words for Statement of Attainment

These competencies from the CPP Property Services Training Package meet industry and regulatory requirements for cash-in-transit guarding. They do not meet regulatory requirements for the possession and use of a firearm.

Custom Content Section

Not applicable.

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CPPSS00062 Control room operations

Modification History

Release 1

This skill set first released with the CPP Property Services Training Package release 7.0.

Description

This skill set describes the skills and knowledge required to undertake control room monitoring activities and coordinate security responses to risk situations.

Pathways Information

This skill set may provide credit towards CPP31318 Certificate III in Security Operations.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

CPPSEC3107 Monitor security and coordinate response from control rooms

CPPSEC3108 Store, protect and dispose of security information

CPPSEC3109 Use and maintain security databases and compile reports

Target Group

This skill set is suitable for licensed security officers who are responsible for monitoring activity using electronic equipment and coordinating a security response to risk situations from a control room environment.

Suggested words for Statement of Attainment

These competencies from the CPP Property Services Training Package meet industry and regulatory requirements for a licensed security officer to perform control room operations.

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Custom Content Section

Not applicable.

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CPPSS00063 Firearms

Modification History

Release 1

This skill set first released with the CPP Property Services Training Package release 7.0.

Description

This skill set describes the skills and knowledge required to safely use firearms.

Pathways Information

This skill set may provide credit towards CPP31318 Certificate III in Security Operations.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

CPPSEC3114* Control security risk situations using firearms

* The unit in this skill set includes the following prerequisite requirements:

- CPPSEC3115 Carry, operate and maintain revolvers for security purposes, or
- CPPSEC3116 Carry, operate and maintain semi-automatic pistols for security purposes, or
- CPPSEC3117 Carry, operate and maintain shotguns for security purposes, or
- Firearms training course approved in the relevant State/Territory jurisdiction.

Target Group

This skill set is suitable for licensed security officers who are responsible for protecting the safety and security of people, property and premises, and require an endorsement to carry and use a firearm.

Suggested words for Statement of Attainment

This competency from the CPP Property Services Training Package and its prerequisite requirements, meets industry and regulatory requirements for a licensed security officer to carry and use a firearm for security purposes.

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Custom Content Section

Not applicable.

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CPPSS00064 Monitoring centre operations

Modification History

Release 1

This skill set first released with the CPP Property Services Training Package release 7.0.

Description

This skill set describes the skills and knowledge required to undertake monitoring of centre operations and functions.

Pathways Information

This skill set provides credit towards CPP20218 Certificate II in Security Operations.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

CPPSEC2101 Apply effective communication skills to maintain security

CPPSEC2102 Apply legal and procedural requirements to work effectively within a security team

CPPSEC2105 Provide quality services to a range of security clients

CPPSEC2114 Monitor electronic security equipment and respond to alarm events

Target Group

This skill set is suitable for people in the security industry working in a specialised monitoring centre who are not operatives required to undertake guarding and protection functions.

Suggested words for Statement of Attainment

These competencies from the CPP Property Services Training Package meet industry requirements for monitoring centre operations.

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Custom Content Section

Not applicable.

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CPPSS00065 Residential property sales

Modification History

Release 1 This skill set first released with the CPP Property Services Training Package Release 8.0.

Description

This skill set describes the skills and knowledge required to appraise, sell and lease residential property.

Pathways Information

This skill set provides credit towards CPP41419 Certificate IV in Real Estate Practice.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

- CPPREP4101 Appraise property for sale or lease
- CPPREP4102 Market property
- CPPREP4103 Establish vendor relationships
- CPPREP4104 Establish buyer relationships
- CPPREP4105 Sell property

Target Group

This skill set is required by individuals who seek accreditation to perform these activities in accordance with industry accreditation schemes.

Suggested words for Statement of Attainment

These units of competency from the CPP Property Services Training Package meet industry and regulatory requirements for an individual specialising in residential property sales.

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CPPSS00066 Residential property management

Modification History

Release 1 This skill set first released with CPP Property Services Training Package Release 8.0.

Description

This skill set describes the skills and knowledge required to manage the appraisal, selling and leasing of residential property.applicable.

Pathways Information

This skill set provides credit towards CPP41419 Certificate IV in Real Estate Practice.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

- CPPREP4101 Appraise property for sale or lease
- CPPREP4102 Market property
- CPPREP4121 Establish landlord relationships
- CPPREP4122 Manage tenant relationships
- CPPREP4123 Manage tenancy
- CPPREP4124 End tenancy
- CPPREP4125 Transact in trust accounts

Target Group

This skill set is required by individuals who seek accreditation to perform these activities in accordance with industry accreditation schemes.

Suggested words for Statement of Attainment

These units of competency from the CPP Property Services Training Package meet industry and regulatory requirements for an individual specialising in the management of residential property sales and leases.

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CPPSS00067 Property management business development

Modification History

Release 1 This skill set first released with CPP Property Services Training Package Release 8.0.

Description

This skill set describes the skills and knowledge required to appraise, sale or lease property and to manage property portfolios, products and services.

Pathways Information

This skill set provides credit towards CPP41419 Certificate IV in Real Estate Practice.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

- CPPREP4101 Appraise property for sale or lease
- CPPREP4141 Establish and maintain property management portfolio
- CPPREP4142 Promote property management products and services

Target Group

This skill set is required by individuals who seek accreditation to perform these activities in accordance with industry accreditation schemes.

Suggested words for Statement of Attainment

These units of competency from the CPP Property Services Training Package meet the industry and regulatory requirements for an individual specialising in property management business development.

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CPPSS00068 Auctioneering

Modification History

Release 1 This skill set first released with CPP Property Services Training Package Release 8.0.

Description

This skill set describes the skills and knowledge required to conduct and complete property sales by auction.

Pathways Information

This skill set provides credit towards CPP41419 Certificate IV in Real Estate Practice.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

- CPPREP4161 Undertake pre-auction processes
- CPPREP4162 Conduct and complete sale by auction
- CPPREP4163 Complete post-auction process and contract execution

Target Group

This skill set is required by individuals who seek accreditation to perform these activities in accordance with industry accreditation schemes.

Suggested words for Statement of Attainment

These units of competency from the CPP Property Services Training Package meet the industry and regulatory requirements for an individual specialising in auctioneering.

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CPPSS00069 Buyer's agent

Modification History

Release 1 This skill set first released with CPP Property Services Training Package Release 8.0.

Description

This skill set describes the skills and knowledge required to appraise real estate property and represent a buyer in the sales process.

Pathways Information

This skill set provides credit towards CPP41419 Certificate IV in Real Estate Practice.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

- CPPREP4101 Appraise property for sale or lease
- CPPREP4171 Represent buyer in sales process
- CPPREP4172 Develop and promote property industry knowledge - buyer's agent
- CPPREP4173 Complete purchase of property as buyer's agent

Target Group

This skill set is required by individuals who seek accreditation to perform these activities in accordance with industry accreditation schemes.

Suggested words for Statement of Attainment

These units of competency from the CPP Property Services Training Package meet the industry and regulatory requirements for an individual specialising as a buyer’s agent.

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CPPSS00070 Onsite property manager

Modification History

Release 1 This skill set first released with CPP Property Services Training Package Release 8.0.

Description

This skill set describes the skills and knowledge required to manage onsite property tenancies.

Pathways Information

This skill set provides credit towards CPP41419 Certificate IV in Real Estate Practice.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

- CPPREP4181 Manage onsite residential property

Target Group

This skill set is required by individuals who seek accreditation to perform these activities in accordance with industry accreditation schemes.

Suggested words for Statement of Attainment

This unit of competency from the CPP Property Services Training Package meet the industry and regulatory requirements for an individual specialising as an onsite property manager.

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CPPSS00071 Commercial sales and leasing

Modification History

Release 1 This skill set first released with CPP Property Services Training Package Release 8.0.

Description

This skill set describes the skills and knowledge required to appraise, market and sell commercial property, to establish and maintain vendor and lessor relationships, and to establish and maintain commercial property intelligence.

Pathways Information

This skill set provides credit towards CPP41419 Certificate IV in Real Estate Practice.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

- CPPREP4102 Market property
- CPPREP4201 Appraise commercial property
- CPPREP4202 Establish and maintain vendor and lessor relationships and networks
- CPPREP4203 Complete commercial property sale
- CPPREP4204 Establish commercial property lease
- CPPREP5201 Develop and maintain commercial property market intelligence

Target Group

This skill set is required by individuals who seek accreditation to perform these activities in accordance with industry accreditation schemes.

Suggested words for Statement of Attainment

These units of competency from the CPP Property Services Training Package meet the industry and regulatory requirements for an individual specialising in commercial sales and leasing.

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CPPSS00072 Commercial and property management

Modification History

Release 1 This skill set first released with CPP Property Services Training Package Release 8.0.

Description

This skill set describes the skills and knowledge required to manage commercial property.

Pathways Information

This skill set provides credit towards CPP41419 Certificate IV in Real Estate Practice.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

- CPPREP4231 Manage commercial property maintenance
- CPPREP4232 Manage commercial property financial reports
- CPPREP4233 Manage lessee relationships - commercial
- CPPREP4234 Manage lessor relationships - commercial
- CPPREP4235 End commercial property lease

Target Group

This skill set is required by individuals who seek accreditation to perform these activities in accordance with industry accreditation schemes.

Suggested words for Statement of Attainment

These units of competency from the CPP Property Services Training Package meet the industry and regulatory requirements for an individual specialising in managing commercial property.

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CPPSS00073 Business broking

Modification History

Release 1 This skill set first released with CPP Property Services Training Package Release 8.0.

Description

This skill set describes the skills and knowledge required to appraise businesses for sale, and to establish and maintain vendor and buyer relationships in business broking.

Pathways Information

This skill set provides credit towards CPP41419 Certificate IV in Real Estate Practice.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

- CPPREP4261 Appraise business for sale
- CPPREP4262 Establish vendor relationships in business broking
- CPPREP4263 Manage buyer relationships in business broking
- CPPREP4264 Manage the sales process in business broking

Target Group

This skill set is required by individuals who seek accreditation to perform these activities in accordance with industry accreditation schemes.

Suggested words for Statement of Attainment

These units of competency from the CPP Property Services Training Package meet the industry and regulatory requirements for an individual specialising in business broking.

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CPPSS00074 Stock and station, stock

Modification History

Release 1 This skill set first released with CPP Property Services Training Package Release 8.0.

Description

This skill set describes the skills and knowledge required to market livestock for sale, to establish vendor and buyer relationships, and to prepare and complete the sale of livestock.

Pathways Information

This skill set provides credit towards CPP41419 Certificate IV in Real Estate Practice.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

- CPPREP4301 Confirm and market livestock for sale
- CPPREP4302 Prepare livestock for sale
- CPPREP4303 Establish vendor and buyer relationships in livestock sale
- CPPREP4304 Complete sales process - livestock

Target Group

This skill set is required by individuals who seek accreditation to perform these activities in accordance with industry accreditation schemes.

Suggested words for Statement of Attainment

These units of competency from the CPP Property Services Training Package meet industry and regulatory requirements for an individual specialising in stock and station, stock.

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CPPSS00075 Stock and station, station

Modification History

Release 1 This skill set first released with CPP Property Services Training Package Release 8.0.

Description

This skill set describes the skills and knowledge required to market, sale and lease property, to establish vendor and buyer relationships, to manage tenancies, to transact in trust accounts, and to develop and maintain rural property market knowledge and intelligence.

Pathways Information

This skill set provides credit towards CPP41419 Certificate IV in Real Estate Practice.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

- CPPREP4101 Appraise property for sale or lease
- CPPREP4102 Market property
- CPPREP4103 Establish vendor relationships
- CPPREP4104 Establish buyer relationships
- CPPREP4105 Sell property
- CPPREP4123 Manage tenancy
- CPPREP4125 Transact in trust accounts
- CPPREP5311 Develop and maintain rural property market knowledge and intelligence

Target Group

This skill set is required by individuals who seek accreditation to perform these activities in accordance with industry accreditation schemes.

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Suggested words for Statement of Attainment

These units of competency from the CPP Property Services Training Package meet the industry and regulatory requirements for an individual specialising in stock and station, station.

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CPPSS00076 Administration management/office support

Modification History

Release 1 This skill set first released with CPP Property Services Training Package Release 8.0.

Description

Not applicable.

Pathways Information

This skill set provides credit towards CPP41419 Certificate IV in Real Estate Practice.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

- BSBHRM405 Support the recruitment, selection and induction of staff
- SIRXMGT001 Supervise and support frontline team members

Target Group

This skill set is required by individuals who seek accreditation to perform these activities in accordance with industry accreditation schemes.

Suggested words for Statement of Attainment

These units of competency from the CPP Property Services Training Package meet industry and regulatory requirements for an individual specialising in administration management/office support.

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CPPSS00077 Security supervision

Modification History

Release 1 This skill set first released with CPP Property Services Training Package Release 9.0.

Description

This skill set describes the skills and knowledge required to supervise security operations.

Pathways Information

This skill set provides credit towards CPP40719 Certificate IV in Security Management.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

BSBLDR402	Lead effective workplace relationships
BSBLDR403	Lead team effectiveness
BSBWOR404	Develop work priorities
CPPSEC4004	Supervise security operations
CPPSEC4005	Facilitate security operations briefing and debriefing processes

Target Group

This skill set is required by individuals who lead security teams to coordinate and implement a range of security operations and functions such as control room, monitoring centre, electronic security and guarding.

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Suggested words for Statement of Attainment

These units of competency from the CPP Property Services Training Package meet industry requirements for an individual specialising in supervision of security teams.

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CPPSS00078 Security business management

Modification History

Release 1 This skill set first released with CPP Property Services Training Package Release 9.0.

Description

This skill set describes the skills and knowledge required to manage a security business.

Pathways Information

This skill set provides credit towards CPP40719 Certificate IV in Security Management.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

BSBADM409	Coordinate business resources
BSBWOR404	Develop work priorities
BSBHRM405	Support the recruitment, selection and induction of staff
BSBSMB401	Establish legal and risk management requirements of small business
CPPSEC4023	Implement contracting arrangements for security businesses

Target Group

This skill set is required by individuals who coordinate security manpower and services to clients while operating under complex regulatory and contracting arrangements.

Security business owners and managers in some jurisdictions require a Master Licence. This skill set does not result in a Master Licence.

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Suggested words for Statement of Attainment

These units of competency from the CPP Property Services Training Package meet industry requirements for an individual specialising in managing a security business.

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