



Australian Government

Department of Education, Employment and Workplace Relations

CPPFES2007A Maintain quality of work and promote continuous improvement

Release: 1

CPPFES2007A Maintain quality of work and promote continuous improvement

Modification History

Revised unit

Unit updated and equivalent to PRMPFES07B Maintain quality of work and promote continuous improvement

Unit Descriptor

This unit of competency specifies the outcomes required to use resources according to quality concepts that contribute to quality customer service and the optimisation of human and material resources in the workplace.

Application of the Unit

This unit of competency supports fire protection technicians in achieving work quality standards and awareness of, and contribution to, strategies for process and service improvements.

Licensing/Regulatory Information

All work must be completed according to relevant legislative, industry, customer 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. Candidates are advised to check for regulatory limitations.

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 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

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| 1 | Incorporate quality measures into the use of resources. | 1.1 | Quality measures are incorporated into <i>workplace procedures</i> . |
| | | 1.2 | Methods for incorporating quality concepts are explained and demonstrated to work group members as required. |
| | | 1.3 | <i>Risk factors</i> are identified to minimise potential constraints to work schedules. |
| 2 | Identify opportunities for process change and make balanced recommendations to relevant persons. | 2.1 | Own work output is monitored to ensure that work undertaken is cost-effective and achieves planned results. |
| | | 2.2 | Impediments to procedures are identified and ideas formed for resolution and service improvement. |
| | | 2.3 | Ideas are discussed and possible solutions evaluated. |
| | | 2.4 | Balanced judgements on effectiveness of ideas and possible solutions are made. |
| | | 2.5 | Recommendations for process change are made to <i>relevant persons</i> as appropriate. |
| 3 | Use resources. | 3.1 | <i>Resources</i> are selected and used according to <i>organisational requirements</i> . |
| | | 3.2 | Information on the use of resources is sought from relevant persons, <i>manuals and other technical publications</i> . |

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| 4 | Complete documentation for the use of resources. | 4.1 | <i>Records and other documentation</i> are completed accurately and legibly according to organisational requirements, including relevant authorisation guidelines. |
| | | 4.2 | Documentation is distributed according to organisational requirements. |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- accessing regulatory information
- language, literacy and numeracy skills to:
 - complete documentation accurately and legibly
 - complete basic reports and memos
 - interpret regulatory information
- problem-solving skills to resolve problems associated with the use of resources
- working to achieve a quality outcome

Required knowledge

- basic principles of quality concepts, including:
 - quality control methods
 - quality problem identification
- explanation of 'optimising the use of resources'
- importance of correct distribution of completed documentation
- methods for completing documentation
- processes to interpret information and give feedback
- purpose of indexes and tables of content in manuals and Australian standards
- organisational policies, plans and procedures relating to quality assurance and continuous improvement
- why resources are used in conjunction with specifications and procedures

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: • observation of demonstration of methods for incorporating quality concepts into work procedures • questioning to elicit explanation of quality concepts • review of completed documentation • third-party reports.
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: • explain and demonstrate the incorporation of quality measures into work procedures • identify and report opportunities for process change • meet business or industry benchmarks in specialised work on a consistent basis.
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: • actual or simulated workplace environment • assessment documentation • relevant documentation, manuals and resources • training and assessment record book.
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.
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. This unit could be assessed on its own or in combination with other units relevant to the job function.
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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.

Workplace procedures may include:	• assignment instructions • equipment manufacturers' requirements • instructions from colleagues, supervisor or manager • personal protective equipment requirements • reporting and documentation requirements • specific customer requirements.
Risk factors may include:	• cost blow-out • disturbances to workflow • loss of confidence • product or service delivery problems • supplier problems • time delays.
Relevant persons may include:	• colleague • customer • manager • supervisor • team leader.
Resources may include:	• colleagues and other company staff • company time and finances • hand and power tools • utilities and services.
Organisational requirements may be located in quality assurance and procedures	• documentation and information systems and processes • legal and organisational policies and guidelines, including personnel practices and guidelines outlining work roles, responsibilities and delegations

manuals relating to:	• legislation relevant to the work operation • OHS policies, procedures and programs • using electronic job scheduling and communication devices.
<i>Manuals and technical publications</i> may include:	• Australian standards • employee handbooks • environmental regulations • manufacturers' specifications • quality assurance manuals • service bulletins • service manuals • training manuals.
<i>Records and other documentation</i> may include:	• certificates of inspection (or equivalent) • job cards • maintenance recording systems • stock transfer books • summaries of goods received • time sheets • warranty claim forms.

Unit Sector(s)

Fire protection equipment

Custom Content Section

Not applicable.