



Australian Government

Department of Education, Employment and Workplace Relations

CPPHSA4018A Manage own work, professional development and ethical behaviour

Release: 1

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Modification History

Version	Comments
1	This version first released with CPP07 Property Services Training Package Version 11.

Unit Descriptor

This unit of competency specifies the outcomes required to manage own work, professional development and ethical behaviour as a Nationwide House Energy Rating Scheme (NatHERS) assessor. It includes managing own work performance, setting and meeting own work priorities, developing and maintaining personal competence, modelling ethical practice, meeting accreditation and licensing arrangements, and complying with organisational quality assurance arrangements.

Application of the Unit

This unit of competency supports the work of NatHERS assessors engaged in assessing, and making recommendations for improving, the thermal performance of planned and existing residential buildings.

Licensing/Regulatory Information

In some jurisdictions, this unit of competency may form part of the accreditation, licensing, legislative, regulatory or certification requirements for NatHERS assessors.

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 | Manage own work performance. | 1.1 | <i>Personal qualities</i> appropriate to the NatHERS assessment environment are identified, evaluated and demonstrated. |
| | | 1.2 | <i>Effective communication strategies</i> are employed to establish rapport with clients, determine client needs, give accurate advice to clients, and provide follow-up services. |
| | | 1.3 | Stable work performance is consistently maintained in a range of <i>work situations</i> . |
| | | 1.4 | Difficult workplace situations are recognised; addressed promptly, safely and sensitively; and concluded positively. |
| | | 1.5 | <i>Personal presentation requirements</i> are established and met. |
| | | 1.6 | Situations in which specialist advice is required are identified and <i>sources of specialist advice on NatHERS software, protocols and assessment</i> are determined. |
| 2 | Set and meet own work priorities. | 2.1 | Competing demands for work time and priority action are assessed and organised to achieve individual, team and organisational work priorities. |
| | | 2.2 | Activities are managed effectively to accomplish personal, team and organisational goals and objectives. |
| | | 2.3 | Technology is used where appropriate to improve efficiency and effectiveness in managing work priorities and commitments. |
| | | 2.4 | <i>Personal work responsibilities, priorities and</i> |

accountabilities are met within required timeframes.

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| 3 | Develop and maintain professional competence. | <p>3.1 Personal strengths and weaknesses in NatHERS assessment services are assessed to determine personal development priorities and action where necessary.</p> <p>3.2 Feedback on performance is regularly sought from clients and others and is used to improve professional competence.</p> <p>3.3 Management skills relevant to work as a NatHERS assessor are identified and developed to enhance performance.</p> <p>3.4 Opportunities for continuing professional development to maintain competence and develop skills and knowledge relating to NatHERS assessment are identified, planned and implemented.</p> |
| 4 | Model ethical practice. | <p>4.1 Ethical and conduct standards relevant to NatHERS assessors are identified and applied in providing services to clients.</p> <p>4.2 Personal liability for breach of contract or negligence is identified.</p> <p>4.3 Regulatory and professional requirements are identified and met, and appropriate professional indemnity insurance maintained.</p> <p>4.4 Personal understanding of ethics and conduct standards is verified with relevant people to ensure compliance with codes of conduct, agreements with contracting agencies, and legislative requirements.</p> <p>4.5 Situations in which specialist advice is required are identified and sources of advice on matters relating to ethical practice are determined.</p> |
| 5 | Comply with industry accreditation, licensing and quality assurance | <p>5.1 Accreditation and licensing requirements relevant to NatHERS assessors are identified, met and maintained.</p> <p>5.2 Role and responsibility of accreditation and licensing bodies for NatHERS assessors are identified.</p> |

- 5.3 Quality assurance processes of accreditation and licensing bodies for NatHERS assessors are identified and complied with.
- 6 Follow quality procedures in conducting NatHERS assessments.
 - 6.1 Appropriate quality procedures are identified in line with organisational quality system.
 - 6.2 Quality assurance systems and practices are implemented in line with organisational requirements.
 - 6.3 Work is monitored against agreed standards and sustainability principles, and clarified with appropriate personnel in line with organisational requirements.
 - 6.4 Work tasks are completed in line with organisational quality requirements.
 - 6.5 Improvements and changes to quality procedures are identified and communicated to appropriate personnel in line with organisational requirements.

Required Skills and Knowledge

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

Required skills

- analytical skills to interpret documents, such as legislation and codes of practice
- communication skills to relate in an ethical manner to a broad range of people from diverse social, economic and cultural backgrounds
- decision-making and problem-solving skills to analyse situations and make decisions consistent with client needs and regulatory and industry codes of practice
- literacy skills to read and interpret a variety of texts, including accreditation requirements, legislation, regulations and codes of practice
- numeracy skills to calculate and interpret data, such as the time taken to move between different appointments
- planning, organising and scheduling skills to undertake work-related tasks, such as establishing a schedule of NatHERS assessments
- research skills to identify and locate documents and information relating to NatHERS assessments
- technology skills to access online information on thermal performance, quality practices, accreditation requirements and professional development opportunities
- time-management skills to plan and complete NatHERS assessment in a timely, cost-efficient manner

Required knowledge

- accreditation and licensing for NatHERS assessors:
 - accreditation and licensing requirements
 - accrediting and licensing bodies
- business technologies for improving efficiency and effectiveness in managing work priorities and commitments
- principles and techniques of:
 - performance measurement
 - personal behaviour, self-awareness and personality traits identification
 - personal development planning
 - personal goal setting
 - personal presentation
 - time management
 - work methods and practices that improve personal performance
- professional development:

- assessment of personal professional development needs
- professional networks and associations relating to NatHERS assessment
- training relating to sustainability and NatHERS assessment
- quality system:
 - quality manual
 - quality plan
 - quality records
 - quality system documentation
 - quality system processes
- relevant commonwealth, state or territory and local government legislation and regulations relating to:
 - anti-discrimination and equal opportunity
 - consumer protection, fair trading and trade practices
 - employment and industrial relations
 - NatHERS assessment
 - privacy
 - work health and safety
- roles and functions of industry bodies
- sources of specialist advice relating to the provision of NatHERS assessment services

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 demonstration of a NatHERS assessment that shows evidence of ethical practice, planning and priority setting, compliance with organisational quality requirements, as well as the preparation of a personal development plan.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	A person should demonstrate the ability to: • demonstrate personal motivation and commitment to the work role • manage day-to-day responsibilities and conflicting demands as a NatHERS assessor in an efficient and cooperative manner • relate positively to clients, fellow workers and the management team • assess personal strengths and weaknesses, and plan and implement an appropriate personal development plan

	• demonstrate ethical practice and compliance with the requirements of the appropriate industry accreditation or licensing body in conducting NatHERS assessments • comply with organisational quality assurance requirements for NatHERS assessments • have knowledge of the accreditation and licensing requirements for NatHERS assessors.
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: • relevant codes, standards and government regulations • computer equipment suitable for generating reports • technical reference library with current publications on work organisation, goal setting, time management, ethical practice, quality assurance, and accreditation and licensing requirements for NatHERS assessors.
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 • observed, documented and/or first-hand testimonial evidence of the candidate conducting a NatHERS assessment that shows evidence of: • ethical practice • planning and priority setting • compliance with organisational quality requirements • preparation of a personal development plan.
Guidance information for assessment	This unit could be assessed on its own or in combination with other units relevant to the job function. 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.

<i>Personal qualities</i> may include:	• adherence to organisational policies and procedures • appropriate interpersonal communication • commitment to maintaining appropriate personal presentation • commitment to use of sustainable work practices.
<i>Effective communication strategies</i> may include:	• active listening • being non-judgemental • exploring problems in a positive manner • expressing an individual perspective • providing sufficient time for questions and responses • providing summarising and reflective responses in conflict situations • using appropriate words, behaviour and posture • using clarifying and summarising questions • using clear and concise language • using culturally appropriate communication • using plain English • using verbal and non-verbal communication.
<i>Work situations</i> may include:	• different conditions: • challenging cultural, social and physical conditions • conflict • stress • time pressure • different locations: • office • other locations visited while performing duties as a NatHERS assessor • residences • vehicle.
<i>Personal presentation requirements</i> may include:	• company uniform • corporate image • dress • footwear

	• greeting and farewell • grooming • identity badge • personal care • personal hygiene • positive image • punctuality.
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Sources of specialist advice on NatHERS software, protocols and assessment may include:	• accreditation and licensing bodies • colleagues • employer • environmental consultants • government agencies • industry bodies • industry practitioners • mentors • NatHERS product suppliers • supervisors • technical experts • tradespeople.
Personal work responsibilities, priorities and accountabilities may include:	• complying with security procedures • conducting NatHERS assessments • dealing with conflicting goals • determining work and personal needs • meeting duty of care requirements • meeting individual and team goals and targets • meeting work health and safety requirements • meeting quality assurance requirements • mentoring and supporting others • modelling sustainable practice • planning new work • prioritising and scheduling work and other activities • promoting corporate image of organisation • reassessing performance • reporting on work performance • working in a team.
Strengths and weaknesses in NatHERS assessment services are assessed against:	• industry competency standards • job requirements • relevant benchmarks.
Skills and knowledge relating to may include: NatHERS assessment may include:	• alternative technologies • climate change • energy, water and waste efficiency • greenhouse gas emissions and reduction strategies • NatHERS assessment techniques • NatHERS products • insurance • passive building design • regulatory environment.

<i>Sources of advice on matters relating to ethical practice</i> may include:	• accreditation and licensing bodies • colleagues • employer • government agencies • industry bodies • industry practitioners • mentors • supervisors • technical experts • workplace coaches.
<i>Accreditation and licensing requirements</i> may include:	• being accredited or licensed with the appropriate agency • being responsible for providing advice independent of commercial interest to the client • holding professional indemnity and other applicable insurance • meeting fit and proper person requirements • possessing suitable qualifications and experience.

Unit Sector(s)

Home sustainability assessment

Custom Content Section

Not applicable.