



Australian Government

Department of Education, Employment and Workplace Relations

CPPSIS3006A Provide field support services

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to provide field support services. It requires the ability to work with others on site to perform key organisational requirements within a spatial information services framework, working from site drawings and specifications. Functions would be carried out under supervision, often in a team environment, and within organisational guidelines.

Application of the Unit

Application of the unit

This unit of competency supports the application of communication, interpersonal and teamwork skills, and the use of technology. The skills and knowledge acquired upon completion of this unit would support the needs of employees in the spatial information services industry sector in positions such as field coordination and data collection.

While no licensing, legislative, regulatory or certification requirements apply holistically to this unit at the time of publication, relevant federal, and state or territory legislation, regulations and codes of practice impact upon this unit (see unit performance criteria and range statement).

Licensing/Regulatory Information

Refer to Application of the Unit

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

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.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1Plan and prepare for support task.

- 1.1 Requirements of the job are clarified with **relevant personnel** according to **organisational guidelines**.
- 1.2 Tools, **equipment and supplies** appropriate to the environment are selected and prepared according to **specifications**.
- 1.3 Safety requirements for the protection of site personnel, the public and the environment are determined.
- 1.4 Plans are examined to determine the location of services.
- 1.5 **Personal protective equipment** is used according to **OHS** guidelines.
- 1.6 Skills and knowledge are updated to accommodate changes in field support services.

2Execute support tasks.

- 2.1 Barricades, protective works and signs are erected, when required according to organisational guidelines.
- 2.2 Surface positions are determined and marked according to **accepted standards** using information available from site drawings and references, and relevant personnel.
- 2.3 **Support tasks** are carried out under direction and according to specifications.
- 2.4 Skills and knowledge are updated to accommodate changes in equipment and operating procedures.

3Finalise the task.

- 3.1 Site is restored as near as practicable to original condition.
- 3.2 Tools and equipment are cleaned and stored in a secure location.
- 3.3 Repair work is organised for unsafe or faulty tools and equipment.
- 3.4 All required **spatial business documentation** is completed accurately and promptly according to organisational guidelines.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for

REQUIRED SKILLS AND KNOWLEDGE

this unit.

Required skills:

- ability to relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities
- ability to select and use tools appropriately
- communication skills to:
 - discuss vocational issues effectively with colleagues
 - impart knowledge and ideas through oral, written and visual means
- computer skills
- first aid (basic)
- interpersonal skills e.g. cooperation and flexibility
- literacy skills to:
 - assess and use workplace information
 - interpret and understand legal, financial and procedural requirements
 - process workplace documentation
 - read and record data
- numeracy skills to:
 - accurately record and collate
 - undertake basic computations
- organisational skills to prioritise daily activities
- spatial skills to apply understanding of height, depth, breadth, dimension and position to actual operational activity and virtual representation
- technological skills (basic)
- time management skills.

Required knowledge and understanding:

- industry ethics and practices
- legislation as it applies to the spatial information services industry sector (basic)
- OHS requirements
- safe work practices
- spatial data measuring and recording
- work allocation procedures.

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, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment	This unit of competency could be assessed on its own or in combination with other units relevant to the job function, for example units CPPSIS3007A Select, operate and maintain equipment and supplies, and CPPSIS3008A Transfer personnel and loads.
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: • carrying out task instructions • demonstrating critical aspects of working safely • managing basic risk • providing support in determining and marking positions • understanding the nature of spatial projects.
Specific resources for assessment	Resource implications for assessment include access to: • assessment instruments, including personal planner and assessment record book • assignment instructions, work plans and schedules, policy documents and duty statements • registered training provider of assessment services • relevant guidelines, regulations and codes of practice • suitable venue and equipment. Access must be provided to appropriate learning and assessment support when required. Where applicable, physical resources should include equipment modified for people with disabilities.
Context of assessment	Holistic: based on the performance criteria, evidence guide, range statement, and required skills and knowledge.
Method of assessment	Demonstrated over a period of time and observed by the assessor (or assessment team working together to conduct the assessment). Demonstrated competency in a range of situations, that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace. Obtained by observing activities in the field and reviewing induction information. If this is not practicable, observation in realistic simulated environments may be

substituted.

Guidance information for assessment

Assessment requires that the clients' objectives and industry expectations are met. If the clients' objectives are narrowly defined or not representative of industry needs, it may be necessary to refer to portfolio case studies of a variety of spatial information services requirements to assess competency.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge (in assessment situations where the candidate is offered a preference between oral questioning or written assessment, questions are to be identical).

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

All practical demonstration must adhere to the safety and environmental regulations relevant to each State or Territory.

Where assessment is for the purpose of recognition (recognition of current competencies [RCC] or recognition of prior learning [RPL]), the evidence provided will need to be authenticated and show that it represents competency demonstrated over a period of time.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.

Assessment processes will be appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

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 in the performance criteria is detailed below. Add any 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.

Relevant personnel may include:

- colleagues
- staff or employee representatives
- supervisors or line managers
- suppliers
- users.

Organisational guidelines may include:

- code of ethics
- company guidelines
- legislation relevant to the work or service function, including equal employment opportunity (EEO)
- manuals
- OHS policies and procedures
- personnel practices and guidelines outlining work roles and responsibilities.

Equipment and supplies may include:

- data recording equipment
- measuring instruments
- personal computer-based digitising boards
- tools
- vehicles.

Specifications may include:

- budget
- data capture methods
- personnel required
- project deliverables
- resources needed
- timelines.

Personal protective equipment may include:

- breathing apparatus
- gloves
- helmets
- overalls
- masks and respirators
- safety boots
- safety glasses
- safety vests

- OHS** may include:
- sun protection equipment.
 - Australian standards
 - development of site safety plan
 - identification of potential hazards
 - inspection of work sites
 - training staff in OHS requirements
 - use of equipment and signage.
- Accepted standards** may include:
- Environment Protection Authority (EPA) recommendations
 - state, territory and federal legislative requirements
 - manufacturer instructions and specifications
 - OHS standards
 - organisational guidelines
 - relevant industry codes of practice.
- Support tasks** may include:
- equipment maintenance
 - identifying, determining and marking positions
 - obtaining supplies
 - recording data
 - driving.
- Spatial business documentation** may include:
- databases
 - detailed technical description of the spatial data and its qualifiers
 - emails and faxes
 - quotations and estimates
 - standard letters
 - tax invoices
 - statements.

Unit Sector(s)

Unit sector Spatial information services