



Australian Government

CPPSIS6023A Determine client spatial requirements

Release 1

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Modification History

Unit revised and not equivalent to CPPSIS6003A Determine client spatial requirements
Element structure, performance criteria, and critical aspects reviewed to reflect workplace requirements
Skills and knowledge requirements and the range statement updated

Unit Descriptor

This unit of competency specifies the outcomes required to clarify client needs and assess and document the capacity of the organisation to undertake required spatial work and confirm the deliverables with the client. It requires the ability to analyse, diagnose, design and execute judgements across a broad spatial context and accountability for personal and group outcomes. Functions will entail complying with, and developing or amending, organisational guidelines.

Application of the Unit

This unit of competency supports high-level project management activity in the surveying and spatial information services (SSIS) industry sector. It requires the application of planning, organisational, negotiation, high-level communication and problem-solving skills; the ability to demonstrate initiative and enterprise; interpreting technical documentation; and an understanding of technology. The skills and knowledge acquired upon completion of this unit would support the needs of employees in surveying, cartography, town planning, mapping and geographic information systems.

Licensing/Regulatory Information

No licensing, legislative and regulatory requirements apply to this unit at the time of endorsement.

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.

Elements and Performance Criteria

- | | | | |
|---|---|-----|--|
| 1 | Determine client needs. | 1.1 | <i>Clients</i> are assisted in defining their requirements in relation to <i>spatial information services</i> . |
| | | 1.2 | Information on <i>standards and guidelines</i> to be used is conveyed to the client in a clear, concise and ethical manner. |
| | | 1.3 | Clear <i>project specifications</i> and <i>work instructions</i> are prepared according to <i>organisational guidelines</i> . |
| 2 | Assess organisational capacity to satisfy client needs. | 2.1 | <i>Resource</i> needs are determined to match <i>project plan</i> and <i>relevant personnel</i> are consulted to ensure their availability. |
| | | 2.2 | <i>Higher authority</i> endorsements are obtained where necessary to ensure project is in line with organisational priorities and capabilities. |
| | | 2.3 | Pertinent <i>legal, statutory and industry requirements and standards</i> are researched and considered in determining feasibility of project. |
| | | 2.4 | <i>Contingencies</i> and <i>spatial technology</i> requirements are considered and outlined in project proposal where appropriate. |
| 3 | Confirm and document requirements with client. | 3.1 | Client is provided with accurate and understandable information on spatial data requirements in order to make informed decisions. |
| | | 3.2 | <i>Presentation</i> of information to client is conducted |

according to **client needs** and organisational guidelines.

- 3.3 Proposed costs, processes, **OHS** considerations and timelines are discussed and confirmed with client to ensure clarity of understanding.
- 3.4 Any spatial data amendments are incorporated into an amended work instruction.
- 3.5 **Agreement** to proceed is confirmed according to organisational guidelines.
- 3.6 **Contract** is prepared and executed according to organisational guidelines.

Required Skills and Knowledge

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

Required skills

- communication skills that assist in facilitating client relationships, including the ability to:
 - access, synthesise and use information
 - communicate effectively on the telephone
 - consult effectively with clients and colleagues
 - display empathy, tact and diplomacy
 - impart knowledge and ideas through oral, written and visual means
 - present information
 - use written skills to document follow-up action
- computer skills to develop business documentation
- initiative and enterprise skills to delegate duties
- literacy skills to:
 - assess, develop and use workplace information
 - read and write key performance reports, including technical reports
 - research and evaluate
- negotiation skills to liaise effectively with clients
- numeracy skills to:
 - analyse errors
 - conduct image analysis
 - estimate costs
 - interpret and analyse statistics
 - perform mental calculations
 - record with accuracy and precision
 - undertake high level computations
- organisational skills to:
 - plan and coordinate technical and human resource inputs to research activities
 - plan and prioritise activities to meet contractual requirements
- project-management skills to:
 - determine client needs
 - coordinate and monitor activity
 - document action taken
- spatial skills to:

- exercise precision and accuracy in all spatial project activity
- archive and retrieve spatial data
- manage and manipulate spatial data
- manage files
- solve problems relating to height, depth, breadth, dimension, direction and position in actual operational activity and virtual representation

Required knowledge

- abilities of work teams
- accuracy and precision requirements
- data capture methodology
- existing spatial datasets and dataset sources
- information management
- legislation as it applies to project work
- organisational policies and guidelines, such as OHS and pricing guidelines
- project management tools, techniques and methodologies
- quality management principles
- range of organisation's spatial information product
- relevant legislative, statutory and industry requirements and standards
- resource management processes
- resource planning and costing
- risk analysis principles
- safe work practices
- spatial information principles and their application
- SIS project contingencies
- spatial reference systems
- spatial technologies
- use of spatial equipment for data capture and data set out

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 CPPSIS6024A Design a spatial project plan.
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: • applying cost considerations • assessing and acting upon contingencies • high-level communication and negotiation skills • managing risks and contingencies • planning and setting targets • relaying information to clients to meet their needs • resource requirement management • knowledge of spatial information project.
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 SIS 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

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.

Clients may include:

- customers with routine or special requests
- external to organisation
- internal to organisation

- regular and new customers, including:
 - business enterprises
 - government agencies
 - members of the public
 - suppliers.

Spatial information services may include:

- administration (e.g. postcodes, suburbs, and federal and state electoral counties)
- analysis of environmental, land and geographic information
- asset management
- cartographic services
- civil engineering
- digital imagery
- electricity
- emergency services management
- environmental datasets
- geographic information systems
- integrated services – environmental, land and geographic related datasets
- land ownership tenure system
- local government
- location-based services
- global positioning
- mapping facilities
- site analysis
- survey marks
- sewerage
- telecommunications
- town planning
- utility services such as water
- water catchment.

Standards and guidelines may include:

- equipment
- hardware
- industry
- legal
- professional
- software
- spatial data
- statutory.

Project specifications may include:

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

Work instructions may be verbal and written and may

- completion spatial data
- health details

include:

- milestones
- occupational details
- spatial data presentation
- spatial data type.

- Organisational guidelines** may include:
- code of ethics
 - company policy
 - legislation relevant to the work or service function
 - manuals
 - OHS policies and procedures
 - personnel practices and guidelines outlining work roles and responsibilities.
- Resources** may include:
- equipment
 - hardware and software
 - human
 - material
 - spatial data.
- Project plans** may include:
- acquiring intellectual property
 - acquisition strategies
 - evaluation criteria
 - financial management
 - human resource management
 - human resource training needs in relation to project
 - milestones
 - performance indicators
 - project implementation
 - quality standards
 - return on investment
 - risk management.
- Relevant personnel** may include:
- colleagues
 - staff or employee representatives
 - supervisors or line managers
 - suppliers
 - users.
- Higher authority** may include:
- client
 - customer
 - other personnel within the organisation, such as higher management.
- Legal, statutory and industry requirements and standards** may include:
- confidentiality and privacy requirements
 - compliance requirements with financial services
 - duty of care
 - ethics
 - industrial relations and anti-discrimination
 - industry standards of practice
 - OHS requirements
 - organisational instructions
 - relevant environment protection legislation

- relevant state, territory and federal legislation.

Contingencies may include:

- adverse weather
- changes in plans
- contractual issues
- equipment failure
- human resource issues
- legislative impact
- political influences
- stakeholder priorities.

Spatial technology may include:

- data recording equipment
- electronic theodolites
- global navigation satellite system (GNSS) units
- personal computer-based digitising boards
- photogrammetric instruments
- total station
- vehicles.

Presentation may:

- include:
 - client requirements
 - costings
 - handouts
 - plans
- be:
 - formal or informal
 - PowerPoint format
 - to a group
 - verbal or written.

Client needs may include:

- communication channels
- contingency planning
- cost consideration
- information disclosure
- payment arrangements
- project specific
- spatial data
- surveying
- training.

OHS may include:

- 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.

Agreement may be formal or informal and may include information on:

- cost
- insurance details
- resources
- timelines.

Contract refers to:

- an agreement between parties to perform a task or deliver a service and may be:
 - email
 - memo
 - verbal
 - written.

Unit Sector(s)

Surveying and spatial information services

Custom Content Section

Not applicable.