



Australian Government

Department of Education, Employment and Workplace Relations

PRMFSSI01A Communicate effectively with fire safety system personnel

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the interpersonal skills and knowledge needed to communicate effectively with clients and stakeholders involved with the inspection of fire safety systems and associated fire safety sub-systems.

Fire safety system inspectors are not expected to determine which fire safety sub-systems are required within a given building classification in order for that building to comply with the Building Code of Australia.

These work functions are carried out without supervision, in an environment where appropriate methods of communication are vital to efficient inspections of fire safety systems and associated fire safety sub-systems and to effective relationships between fire safety system inspectors, clients and other stakeholders.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Communicate effectively with fire safety system clients and other stakeholders	1.1 Determine documentation requirements of <i>clients and other stakeholders</i> 1.2 Access information from <i>appropriate sources</i> and interpret compliance requirements in accordance with <i>relevant standards, codes and legislative requirements</i> 1.3 Communicate with <i>clients and other stakeholders</i> in a clear, accurate and <i>appropriate manner</i> and in accordance with enterprise and regulatory requirements 1.4 Produce reports for <i>clients and other stakeholders</i> in a timely and appropriate manner 1.5 Facilitate meetings with <i>clients and other stakeholders</i>
2 Communicate effectively with others in the workplace	2.1 Respond to requests from <i>clients and other stakeholders</i> in a prompt and positive manner 2.2 Resolve conflict between <i>clients and other stakeholders</i> by negotiation in accordance with regulatory requirements and workplace practices
3 Maintain workplace records and client documentation	3.1 Complete records and other workplace documentation accurately and legibly in accordance with client requirements 3.2 Ensure completed client records comply with <i>relevant standards, codes and legislative requirements</i>
	3.3 Complete records and other workplace documentation accurately and legibly in accordance with client requirements 3.4 Ensure completed client records comply with <i>relevant standards, codes and legislative requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to communicate effectively with fire safety system personnel. Assessment of performance should be conducted within an agreed timeframe, covering all categories within the range statement applicable to normal work requirements.

Critical aspects of competency

- Communicate effectively with fire safety system clients and other stakeholders to determine documentation requirements and to ensure that regulatory, client and other stakeholder requirements are addressed.
- Access information from appropriate sources and ensure compliance with relevant standards, codes and legislative requirements.
- Communicate technical information and details of fire safety system documentation effectively to clients and other stakeholders by verbal, written or appropriate electronic medium.
- Communicate effectively with others in the workplace, and apply appropriate conflict resolution techniques to resolve issues of conflict.
- Facilitate meetings with clients and other stakeholders.
- Record, store securely, maintain and update client and other stakeholder data and documentation in accordance with relevant standards, codes, legislative requirements and workplace procedures.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements embedded in performance include those listed below.

- Principles of the communication process.
- Type and content of relevant standards, codes and legislative requirements applicable to the inspection and compliance of fire safety system and associated fire safety sub-systems.
- How to source and access documentation required to meet the requirements of the relevant standards, codes, and legislation.
- Impact of the relevant standards, codes, and legislative requirements on the client and other stakeholder data and documentation.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These include the following.

- Active listening techniques.
- Verbal communication with clients and stakeholders.
- Facilitating meetings.
- Effectively presenting information.
- Asking questions to clarify understanding and to lead discussion to determine client and other stakeholder concerns.
- Conflict resolution techniques.
- Producing accurate and legible reports and other forms of written communication.
- Effective telephone techniques.

- Recording and storing information.
- Organising, collecting and collating information.
- Basic word-processing skills.
- Sourcing and recording feedback provided by others in the workplace.
- Responding to requests from clients and other stakeholders.
- Recording and securing storage of client and other stakeholder data and documentation.
- Language, literacy and numeracy skills necessary to process written and verbal information and perform basic calculations related to the job.

Other units of competency that could be assessed with this unit

This unit of competency can be assessed on its own or in conjunction with any practical unit.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this unit of competency.

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|------------------------------|---|---|
| 1 Perform the process | 2 Perform and administer the process | 3 Perform, administer and design the process |
|------------------------------|---|---|

How can communication of ideas and information be applied?	2	Discuss the requirements of fire safety systems and associated fire safety sub-systems with clients and other stakeholders. Facilitate meetings with and produce reports for clients and other stakeholders. Respond to requests from clients and other stakeholders in the workplace.
How can information be collected, analysed and organised ?	2	Collect information from a variety of sources. Interpret information to ensure that communication with clients and other stakeholders is effective and accurate. Record accurately and efficiently client information, and maintain and update in accordance with relevant standards, codes, legislation and workplace requirements.
How are activities planned and organised ?	1	Plan and organise formal and informal contact with clients and other stakeholders.
How can teamwork be applied?	1	Apply effective communication techniques to ensure working in teams is efficient and pivotal to achieving a harmonious working environment.
How can the use of mathematical ideas and techniques be applied?		Not relevant to this unit.
How can problem-solving skills be applied?	2	Discuss problems and solutions with contacts who have relevant practical experience. Resolve issues of conflict between clients and other stakeholders.
How can the use of technology be applied?	2	Access and communicate information to clients and other stakeholders using appropriate technology such as email. Record, store securely, maintain and update client and other stakeholder data and documentation using appropriate technology such as personal computers and database systems.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that may be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate sources may include:

- Australian Communications Authority - cabling provider rules
- Australian Dangerous Goods Code
- Australian Standards
- Building Code of Australia
- building surveyor requirements
- clients and other stakeholders
- dispensations from fire and other regulatory authorities
- enterprise operating procedures
- federal/state/territory/local government authority legislation and regulations, including:
 - state or territory building legislation and regulations
 - state or territory environmental regulations
 - state or territory fire service legislation and regulations
- industry codes of practice
- international fire system and equipment standards
- plumbing codes
- product manufacturer's technical manuals and data sheets
- updates and interpretations of the Building Code of Australia
- workplace codes of practice.

Clients and other stakeholders may include:

- agents/agent representatives
- builders
- building architects
- building owners/occupiers
- building surveyors
- federal/state/territory/local government authorities
- fire and other regulatory authorities
- fire engineers
- fire safety system designers
- fire safety system installers
- industry associations
- maintenance providers
- other appropriate bodies or organisations
- project managers/site managers.

Communicating in an appropriate manner may include:

- company message pads
- completion of pre-drafted templates
- email
- formal and informal reports

- memorandums
- verbal communication with written follow-up.

Methods of documenting, recording and storing client data may include:

- client invoicing
- computer files and online data
- daily work planner
- hard copy client history files
- project documentation and workplace documentation.

Relevant standards, codes and legislative requirements may include:

- Australian Communications Authority - cabling provider rules
- Australian Dangerous Goods Code
- Australian Standards
- Building Code of Australia
- building surveyor requirements
- client and other stakeholder requirements
- dispensations from fire and other regulatory authorities
- enterprise operating procedures
- federal/state/territory/local government authority legislation and regulations, including:
 - state or territory building legislation and regulations
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 - state or territory fire service legislation and regulations
- industry codes of practice
- international fire system and equipment standards
- plumbing codes
- product manufacturer's technical manuals and data sheets
- updates and interpretations of the Building Code of Australia
- workplace codes of practice.

Types of client records may include:

- computer files and online data
- hard copy client history files.
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Unit Sector(s)

Not Applicable