



Australian Government

Department of Education, Employment and Workplace Relations

PRMFSSI09A Negotiate and resolve issues regarding non-compliance of fire safety systems

Release: 1

PRMFSSI09A Negotiate and resolve issues regarding non-compliance of fire safety systems

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the interpersonal skills and knowledge required of an inspector of fire safety systems and associated fire safety sub-systems to resolve issues with clients and other stakeholders of non-compliance resulting from a fire safety systems inspection. These work functions are carried out without supervision.

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 Establish roles and responsibilities of client and other involved stakeholders	1.1 Identify and establish the roles of the <i>client and other stakeholders</i> relevant to the project 1.2 Identify and confirm the responsibilities of all involved stakeholders 1.3 Identify and confirm <i>appropriate methods of communication</i> are acceptable to all involved stakeholders
2 Identify and confirm causes of non-compliance	2.1 Establish and record <i>relevant information, facts and issues</i> appropriate to the non-compliance of specific fire safety sub-systems 2.2 Identify and analyse the position of the relevant stakeholders involved with the non-compliance issues 2.3 Confirm all details and given specifications supplied on technical drawings and plans are accurate and not ambiguous
3 Negotiate to achieve an agreed outcome	3.1 Identify <i>relevant strategies</i> to negotiate successful outcomes for non-compliance issues with involved stakeholders 3.2 Establish and maintain the confidence of involved stakeholders through open and professional communication methods 3.3 Ensure that the viewpoints of all involved stakeholders, explanations and professional positions are treated with respect and empathy 3.4 Discuss appropriate solutions, ensuring additional costs and timeframes are reasonable and achievable 3.5 Manage the non-compliance resolution discussions to optimise the likelihood of a favourable outcome for all stakeholders 3.6 Report all instances of continuing non-compliance resulting from unsuccessful negotiations to relevant stakeholders and <i>appropriate authorities</i> using agreed format as required by client and/or other stakeholders 3.7 Confirm in writing to all involved stakeholders the resolution outcomes and agreements

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 negotiate and resolve issues regarding non-compliance of fire safety systems. 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

- Select a suitable negotiating strategy that is acceptable to the professional position of each stakeholder involved with non-compliance issues related to fire safety systems or associated fire safety sub-systems.
- Identify the roles and responsibilities of all involved stakeholders.
- Use appropriate and effective communication methods.
- Interpret and communicate regulatory and technical information to resolve non-compliance issues.
- Demonstrate skills in diplomacy, tact and the ability to address the issues without bias towards clients or stakeholders involved in the negotiation of non-compliance issues.
- Negotiate and resolve effectively issues of fire safety system and associated fire safety sub-systems non-compliance.
- Apply appropriate conflict resolution techniques.
- Report agreed resolution outcomes to client and other stakeholders and outstanding issues of non-compliance to appropriate authorities.
- Demonstrate how to work effectively with others in the workplace.

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.

- Applying the principles of communication and negotiation to conflict situations.
- Compiling documentation to meet regulatory requirements.
- Resolving conflict with others in the workplace.
- Securing confidentiality of client information.
- Applying the principles related to the use for various types of communication equipment.

Specific skills needed to achieve the performance criteria

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

- Reading and interpreting written information.
- Listening to and interpreting information given by other stakeholders.
- Requesting advice or additional information from others in the workplace.
- Conducting negotiation meetings that lead to resolution of conflict and maintaining a professional manner throughout meeting.
- 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.

- | | | |
|------------------------------|---|---|
| 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 and monitor non-compliance issues with stakeholders, within area of responsibility.
How can information be collected, analysed and organised ?	2	Collect information from a variety of sources and interpret the information to ensure that communication with appropriate stakeholders is effective and accurate.
How are activities planned and organised ?	1	Involve all relevant stakeholders in the negotiation process.
How can teamwork be applied?	2	Use a team-based approach and principles, with the application of communication and problem-solving skills to negotiate and resolve issues related to non-compliance of fire safety systems.
How can the use of mathematical ideas and techniques be applied?		Not relevant to this unit.
How can problem-solving skills be applied?	3	Talk and listen to others involved with the non-compliance issues and incorporate appropriate strategies to resolve the problems satisfactorily for all stakeholders.
How can the use of technology be applied?	1	Access and communicate information to clients and other stakeholders involved in the negotiation process using appropriate technology such as email.

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 authorities may include:

- builders
- building insurers
- building owners
- building surveyors
- federal/state/territory/local government authorities

- fire authorities.

Appropriate methods of communication may include:

- person-to-person meetings
- teleconference
- video conference.

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.

Relevant information, facts and issues may include:

- Australian Communications Authority - cabling provider rules
- Australian Dangerous Goods Code
- Australian Standards
- Building Code of Australia regulations
- building surveyor requirements/reports
- client and other stakeholder requirements
- dispensations from fire and other regulatory authorities
- emergency services requirements
- 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
- fire safety systems installers installation specifications
- industry codes of practice
- international fire system and equipment standards
- product manufacturer's technical manuals and data sheets
- product manufacturer's specifications
- site manager reports
- updates and interpretations of the Building Code of Australia
- workplace codes of practice.

Relevant strategies may include brainstorming and involvement of an adjudicator.

Unit Sector(s)

Not Applicable