



Australian Government

Department of Education, Employment and Workplace Relations

PRMPFES22B Oversee operations to meet safety and quality standards

Release: 1

PRMPFES22B Oversee operations to meet safety and quality standards

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the knowledge and skills required to oversee functions that ensure other team members are maintaining a safe working environment and meeting quality standards. All work in this area must be completed in accordance with relevant legislative, industry, customer and organisational requirements, including occupational health and safety (OHS) policies and procedures.

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 Oversee services and operations	1.1 Allocate tasks according to the skill level and <i>job role</i> of the team member 1.2 Discuss and resolve problems arising from ineffective route planning by team members 1.3 Provide team members with regular feedback on their work output in accordance with <i>organisational requirements</i> 1.4 Utilise appropriate management <i>systems</i> to oversee services and operations
2 Oversee conditions required for a safe and effective working environment	2.1 Monitor the safe condition of service vehicles according to <i>organisational requirements</i> and manufacturers' specifications 2.2 Identify safety issues at customer premises and report or resolve according to <i>organisational requirements</i> 2.3 Communicate relevant safety issues to team members as required 2.4 Monitor <i>personal protective equipment</i> for team members for serviceability and correct usage
3 Oversee services and operation against quality and legislative requirements	3.1 Monitor the distribution of relevant current Australian Standards for currency and correct usage 3.2 Identify <i>potential and actual breaches of requirements</i> by team members and take appropriate action where necessary 3.3 Monitor the understanding of legislative requirements and <i>policies</i> by team members relevant to <i>work procedures</i> undertaken

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Methods of dealing with incidents outside the technician's area of responsibility or experience.
- Implications of ineffective monitoring procedures.
- Methods of ensuring compliance with relevant current Australian Standards.
- Methods of managing the distribution of relevant manuals and documentations.
- Methods of allocating tasks that include fairness and relevancy.
- Methods of identifying customers' site safety requirements.
- Work scheduling methods.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- schedule work patterns
- solve problems and contribute to productive outcomes
- manage contingencies
- contribute to long-term and short-term strategic planning
- apply literacy and language skills to:
 - communication
 - finding and using information
 - negotiation.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example PRMPFES07B Maintain quality of work and promote continuous improvement.

Resources required to assess this unit

The candidate and the assessor should have access to the appropriate documentation and resources normally utilised in the workplace. This includes access to:

- an actual or a simulated workplace environment
- assessment documentation
- relevant documentation, manuals and resources
- training and assessment record book.

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 (or assessment team working together to conduct the assessment). 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.

Competence is to be demonstrated over the full range of performance criteria in the work environment or in an industry-approved simulated work environment.

Consideration should be given to assessing consistency of outcome over a period of time. Candidates should therefore be given the opportunity to practise and undertake self-assessment of performance before formal assessments are undertaken. Evidence of competency is best obtained by:

- review of an actual work schedule prepared under normal industry operating conditions
- observation of discussions with other team members on effective route planning, safety considerations at a customer's premises, safe condition of service vehicles and safe storage of relevant items within the load carrying capacity of the service vehicle.

Oral questioning related to realistic workplace situations may also be used to assess competence. Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders. Additional evidence may be obtained from company appraisal reports and customer survey reports if necessary.

Information derived from enterprise policy and practices must be treated as commercial-in-confidence.

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes
- Australian Standards identified as relevant to the required maintenance procedure
- environmental regulations
- manufacturers' specifications
- organisational requirements, including OHS policies and procedures
- OHS legislation, codes and regulations.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

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

How can information be collected, analysed and organised (2) ?	Gather and analyse information about the work environment and its practices to measure performance of the work group.
How can communication of ideas and information (3) be applied?	Design better work practices to improve and make effective use of resources such as communication channels, with members of the workgroup.
How are activities planned and organised (3) ?	Organise work tasks for the work group according to maximising resources and workplace efficiency.
How can teamwork (2) be applied?	Contribute, motivate and guide team members to efficient completion of work tasks.
How can the use of mathematical ideas and techniques (1) be applied?	Measure workplace effectiveness.
How can problem-solving skills (3) be applied?	Measure effectiveness and propose solutions where inefficiencies exist relating to service operations and workplace safety.
How can the use of technology (1) be applied?	Manage workplace information 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 will 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 may be present for this particular unit.

Job role may be determined from:

- job description and employment arrangements
- organisational policy relevant to work role
- team structures
- supervision and accountability requirements
- skills, training and competencies
- code of conduct.

Organisational requirements may be located in quality assurance and/or procedures manuals relating to:

- legal and organisational policy/guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations

- legislation relevant to the service operation
- OHS policies, procedures and programs
- documentation and information systems and processes
- employee handbooks
- service manuals
- environmental regulations
- Australian Standards documentation
- use of electronic job scheduling and communication devices.

Systems to monitor quantity, quality, cost and resource requirements may include:

- quality assurance and approved administrative processes
- maintenance record system.

Personal protective equipment may include:

- safety glasses or goggles
- safety boots or shoes
- hard hat, ear muffs or plugs
- appropriate gloves and overalls
- sun hat
- dust mask.

Breaches of requirements could be identified by direct observation or as part of workplace quality assurance teams.

Policies may include:

- motor vehicle policy
- environmental policy
- confidential information/publicity
- alcohol and drug abuse
- disciplining and dismissal
- infectious diseases
- OHS and smoke-free workplace policy
- quality policy.

Workplace procedures may include:

- instructions from colleagues/supervisor/manager
- specific customer requirements
- assignment instructions
- equipment manufacturers' requirements
- reporting and documentation requirements
- personal protective equipment requirements.

People with whom technician may interact are:

- work colleagues
- supervisors and line management
- staff representatives
- suppliers
- customers.
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Unit Sector(s)

Not Applicable