



Australian Government

Department of Education, Employment and Workplace Relations

PRMPFES32A Work effectively in the fire protection industry

Release: 1

PRMPFES32A Work effectively in the fire protection industry

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the knowledge and skills required to work effectively in the fire equipment servicing industry. It covers working effectively in a customer service environment, adapting to workplace change, and responding positively when conflicts arise. The unit also covers the area of workplace safety and First Aid.

All work in these areas 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 Respond to changes in <i>workplace legislative</i> and administrative requirements | 1.1 Respond to changes in legislative and administrative requirements relating to <i>workplace procedures</i> and practices effectively and promptly, within the technician's scope of responsibility
1.2 Apply knowledge of relevant <i>organisational and OHS policies and procedures</i> and where needed clarify with the <i>relevant persons</i> |
| 2 Maintain services and operations | 2.1 Ensure <i>workplace procedures</i> undertaken meet quality, OHS and delivery specifications
2.2 Offer accurate information and advice where required according to <i>organisational requirements</i>
2.3 Pass on <i>information</i> which affects <i>customers</i> and the efficiency of operations and services to <i>relevant persons</i> as required
2.4 Note factors which may cause operations and services to be disrupted and take appropriate measures to minimise their effect
2.5 Maintain and comply with <i>systems</i> to monitor quantity, quality, cost and time specification for service product delivery |
| 3 Make positive contributions in a team environment | 3.1 Respond to other <i>team members'</i> contributions in a positive and supportive manner
3.2 Respond to conflict with and between colleagues positively to assist with creating an atmosphere of conciliation and compromise
3.3 Offer support to colleagues in conflict with others in accordance with <i>organisational requirements</i> |
| 4 Maintain conditions for an effective and safe working environment | 4.1 Inspect, maintain, use and store safety and <i>personal protective equipment</i> in accordance with <i>industry and legislative requirements</i> and manufacturers' requirements
4.2 Identify and report potential and actual safety incidents in accordance with <i>organisational requirements</i>
4.3 Drive and maintain motor vehicles in accordance with <i>organisational requirements</i>
4.4 Identify situations outside the technician's scope of responsibility and where appropriate |

ELEMENT**PERFORMANCE CRITERIA**

discuss with the *relevant persons*

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|---|---|
| 5 Apply First Aid procedures in the workplace | 5.1 Apply <i>basic First Aid procedures</i> within the technician's scope of responsibility and in accordance with knowledge of First Aid, OHS procedures and other specified <i>organisational policies and procedures</i> |
| | 5.2 Report injuries in the workplace in accordance with the relevant OHS policy |

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.

- The structure, roles and procedures of the organisation.
- The purpose and structure of equal employment opportunities (EEO) legislation.
- The purpose and function of the industrial award system.
- The role and function of workplace teams.
- The importance of workable compromises and team collective responsibility.
- The roles of employees and employers in the team structure.
- Employee support systems within the organisation.
- Procedures for reporting incidents and accidents.
- Contingency measures for dealing with incidents outside of technician's area of responsibility and experience.
- Reasons and methods of ensuring vehicle stock levels are constantly maintained.
- Basic service vehicle daily maintenance procedures.
- Basic workplace housekeeping principles and practices.
- The structure and purpose of MSDS.
- A basic understanding of employer, employee responsibilities, rights and obligations relevant to OHS.
- The implications of not adhering to safety procedures and instructions.
- The purpose and types of workplace safety signs.
- Reason for using personal protective equipment.
- Procedures for working in high temperature environments (ambient and enclosed work areas).
- The purpose of CPR and EAR emergency procedures.
- The responsibilities of the First Aider in context with the basic First Aid procedures relative to those in the range statement.

Specific skills needed to achieve the performance criteria

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

- comply with workplace instructions and procedures
- plan and organise work effectively
- solve problems and respond to conflict positively
- use interpersonal skills that facilitate effective customer service
- contribute to dispute resolution
- utilise safe and efficient work practices
- work safely in high ambient conditions
- select and use personal protective equipment
- apply basic First Aid techniques
- apply CPR and EAR First Aid techniques
- apply language and literacy skills to:
 - locate, interpret and use relevant information
 - interpret and comply with regulatory information

- use active listening techniques.

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 PRMCMN202A Provide effective customer service.

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 service manuals, policy and procedure manuals and resources
- accident forms and MSDS
- 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.

Evidence of competency may be obtained from observation of relevant activities within the workplace. If this is not practicable, observation in realistic simulated workplace team situations, including conflict resolution may be substituted.

Oral or written questioning methods covering hypothetical situations may also be used to assess competence. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Basic First Aid procedures are to be assessed under simulated conditions off the job.

Evidence of competency may be derived from observation of the following:

- selecting and using approved personal protective equipment in relevant designated work areas
- adhering to all required workplace housekeeping practices
- compliance with all workplace safety requirements
- the ability to carry out daily routine service vehicle maintenance checks
- ensuring service vehicle stock levels are maintained
- effective interaction with customers (internal and external).

Supplementary evidence may be obtained by relevant authenticated written correspondence from supervisors, team leaders or management staff. Additional evidence may be obtained from relevant workplace audit reports, client/customer survey reports, company appraisal reports or customer satisfaction surveys, if necessary.

Information derived from assessing knowledge of specific enterprise policy, procedures and practices must be treated as commercial-in-confidence.

Note: CPR and EAR First Aid techniques are included due to the amount of service work conducted at a customer's premises where access to First Aid may not be easily available. It is considered that skill in these techniques may contribute to the safety of other team members when working in remote locations. Training and assessment can only be carried out by persons holding, at least, a current Level 2 First Aid Certificate or equivalent.

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.

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|------------------------------|---|---|
| 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) ?	Discuss and verify own role and responsibilities with colleagues or supervisor to ensure compliance with workplace procedures and organisational requirements.
How can communication of ideas and information (2) be applied?	Collect, interpret and comply legislative and procedural requirements applicable to fire protection maintenance.
How are activities planned and organised (2) ?	Organise work tasks for self to maximise resources and workplace efficiency.
How can teamwork (2) be applied?	Contribute to efficient completion of work tasks.
How can the use of mathematical ideas and techniques (1) be applied?	Apply basic mathematic techniques and adhere to work schedules.
How can problem-solving skills (2) be applied?	Discuss and clarify information or instructions with colleagues or supervisors.
How can the use of technology (1) be applied?	Access, organise and record information using technology.

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.

Workplace legislation creating change for the individual may include changes to the relevant industrial award, changes to equal employment opportunities (EEO) legislation.

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.

Relevant organisational procedures and safety practices may be incorporated in:

- organisational employee handbooks

- OHS policies
- material safety data sheets (MSDS)
- associated policy and procedure manuals.

Relevant persons may include:

- team leaders
- supervisors
- managers
- colleagues
- customers.

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
- use of electronic job scheduling and communication devices.

OHS policies and procedures may relate to:

- employer/employee rights and responsibilities
- the OHS hierarchy of control
- assessing the worksite for hazards and risks prior to preparing the worksite for the work procedure
- displaying signs and/or utilising barriers in the work area
- hazard and risk identification and reporting
- risk assessment and control measures
- incident/accident investigation
- OHS audits and safety inspections
- safe operating procedures/instructions including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - work safely on ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
 - utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hat
 - ear muffs or plugs
 - appropriate gloves and overalls
 - sun hat
 - dust mask
- equipment maintenance and use
- use and storage of hazardous substances

- First Aid.

Information may include:

- customer requirements
- information on performance of services
- requirements in relation to operations and products
- compliance with relevant Australian Standards and regulations.

Customers may be either internal or external and may include, but are not limited to:

- team members
- customers with routine or special requests
- regular and new customers including but not limited to:
 - members of the public
 - business enterprises
 - government agencies
 - people from a range of social, cultural or ethnic backgrounds.

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

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

Team members may include:

- direct colleagues
- other members of the organisation
- personnel from allied organisations
- staff
- customers.

Personal protective equipment (PPE) may include:

- safety helmet
- safety boots or shoes
- respiratory, eye, face and hearing protection
- acid resistant apron
- protective clothing and gloves.

Legislative and industry requirements may include:

- relevant Commonwealth and state/territory building Acts/regulations/codes
- OHS legislation, codes and regulations
- relevant current Australian Standards e.g. AS1851
- Building Code of Australia
- dangerous goods regulations
- licensing arrangements
- environmental regulations
- building surveyor requirements
- other relevant legislation (including international and shipping/marine codes) relating to fire protection equipment
- Australian petroleum industries' requirements.

Basic First Aid procedures may include treatment of:

- minor cuts
- electric shock
- frost bite
- spider and snake bites
- needle stick injuries
- heat stroke.
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Unit Sector(s)

Not Applicable