



Australian Government

RIIBEF405 Optimise personal performance

Release: 1

RIIBEF405 Optimise personal performance

Modification History

Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 9.0. Newly created unit.
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Application

This unit describes the skills and knowledge required to optimise personal performance in a dynamic, high consequence environment. It includes managing factors that affect performance, reducing the likelihood and severity of errors, and managing personal performance.

The unit applies to those who work in a high pressure, high accountability, critical role in an organisation, such as controllers working in an operations centre who are tasked to safely and efficiently optimise production outcomes from autonomous work sites.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Coal mining

Metalliferous mining

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element
1. Manage factors affecting performance	1.1 Optimise workspace and human-machine interface (HMI) to enhance performance according to ergonomic principles 1.2 Use emotional intelligence techniques to deal with difficult people and situations 1.3 Manage stress and fatigue in accordance with organisational policies and protocols 1.4 Maintain relationships with remote work colleagues to contribute to a supportive virtual workplace environment 1.5 Deal with distractions by prioritising responses relative to

ELEMENT	PERFORMANCE CRITERIA
	the importance of other pressing obligations
2. Reduce likelihood and severity of errors	2.1 Use techniques to avoid or minimise the impact of errors 2.2 Detect and rectify errors or recover situations caused by errors 2.3 Acknowledge errors with actual and potential consequences outside own area of responsibility, and escalate to designated personnel for action 2.4 Provide feedback to colleagues when situational awareness indicates errors may be about to occur 2.5 Identify improvements to reduce likelihood and severity of errors being repeated
3. Manage personal performance	3.1 Anticipate, plan, and prioritise tasks in advance 3.2 Manage time to accomplish tasks on schedule and to the standard required in the workplace 3.3 Follow instructions, procedures and protocols to manage workflow 3.4 Monitor and adjust daily performance to meet goals and key performance indicators 3.5 Align personal performance with organisation's standards and values 3.6 Identify areas for improvement that would optimise personal performance

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit. Newly created unit.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

Assessment Requirements for RIIBEF405 Optimise personal performance

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- identify and address at least 3 different factors affecting personal performance
- evaluate and correct ergonomic setup of workspace and human-machine interface (HMI) on at least 1 occasion
- rectify at least 1 error or problem associated with own work task and report on the outcome

During the above, the candidate must:

- plan, prioritise and complete work tasks; managing time and workflow to meet required standards, outcomes, and key performance indicators.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- ergonomic principles relating to workspace setup
- HMI setup to enhance performance
- emotional intelligence techniques
- fatigue management practices that impact personal performance
- workplace stress management practices
- effects of shift work, working in a closed environment, and working remotely from colleagues
- error prevention techniques, including:
 - following standard operating procedures, safe work practices and best practice
 - using feedback
 - applying previous learnings
 - setting realistic goals and targets

- organisational values, standards, and objectives, including:
 - personal performance values and standards
 - quality of work standards
- organisational policies, procedures, and protocols for managing workflow, stress, and fatigue in various situations, including those requiring:
 - sustained periods on high alert; or,
 - low levels of activity
- work goals and key performance indicators relating to own role.

Assessment Conditions

Mandatory conditions for assessment of this unit are stipulated below. The assessment must:

- include access to policies, procedures, and protocols relating to optimising personal performance
- be conducted in a safe environment; and,
- be assessed in the context of this sector's work environment; and,
- be assessed in compliance with legislative and regulatory requirements and using policies, procedures and processes directly related to the industry sector for which the unit is being assessed; and,
- confirm consistent performance can be applied in a range of relevant workplace circumstances.

Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated work environment* provided it is realistic and sufficiently rigorous to cover all aspects of this sector's workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.

Assessor requirements

Assessors must be able to clearly demonstrate current and relevant industry knowledge and experience to satisfy the mandatory regulatory standards as set out in the Standards for Registered Training Organisations 2015/Australian Quality Training Framework mandatory requirements for assessors current at the time of assessment and any relevant licensing and certification requirements.

This includes:

- the minimum years of current** work experience after competency has been obtained as specified below in an industry sector relevant to the outcomes of the unit.

It is also acceptable for the appropriately qualified assessor to work with an industry expert to conduct assessment together and for the industry expert to be involved in the assessment judgement. The industry expert must have current industry skills directly relevant to the training and assessment being provided. This means the industry subject matter expert must demonstrate skills and knowledge from the minimum years of current work experience after competency has been obtained as specified below, including time spent in roles related to the unit being assessed:

Industry sector/Unit sector	AQF indicator level	Required assessor or industry subject matter expert experience
Drilling, Metalliferous Mining, Coal Mining, Extractive (Quarrying) and Civil Infrastructure***	1	1 year
	2	2 years
Drilling, Coal Mining, Extractive (Quarrying), Metalliferous Mining and Civil Infrastructure***	3-6	3 years
Units coded 'RIIARO' (Autonomous and Remote Operations)	Given that this is an emerging industry area, assessors are required to demonstrate vocational competencies at least to the level being assessed, and current industry skills directly relevant to the assessment being provided.	
Other sectors	Where this unit is being assessed outside of the resources and infrastructure sectors assessor and/or industry subject matter expert experience should be in line with industry standards for the sector in which it is being assessed and where no industry standard is specified should comply with any relevant regulation.	

*Guidance on simulated environments has been stipulated in the Companion Volume Implementation Guide located on VETNet.

**Assessors can demonstrate current work experience through employment within industry in a role relevant to the outcomes of the unit; or, for external assessors this can be demonstrated through exposure to industry by conducting a minimum number of site assessments as determined by the relevant industry sector, across various locations.

***Excluding units coded 'RIIARO' (Autonomous and Remote Operations).

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