

## Unit of Competency

### CPPFES2007 Maintain quality of work and promote continuous improvement

#### Modification history

Release	Comments
1	Supersedes and is equivalent to CPPFES2007A Maintain quality of work and promote continuous improvement. Unit updated to meet the Standards for Training Packages 2012. This version first released with CPP Property Services Training Package Release 13.0.

#### Application

This unit of competency specifies the skills and knowledge required to use resources and work practices according to quality measures that contribute to achieving quality standards, awareness of and contribution to process and service improvements in the fire protection industry.

The unit is suitable for those with basic skills and knowledge undertaking routine work tasks under the direction of more experienced workers.

Licensing, legislative, regulatory or certification requirements apply to this unit of competency in some states and territories. For further information, check with the relevant regulatory authority.

#### Unit Sector

Fire Protection Inspection and Testing

#### Elements and Performance Criteria

1. Apply quality measures to work instructions.	1.1 Read work instructions to clarify resource use requirements. 1.2 Identify workplace quality measures and apply to work instructions. 1.3 Discuss quality measures with relevant persons to identify risk factors and minimise potential constraints to work schedules.
2. Identify and recommend opportunities to improve services and work processes.	2.1 Monitor own work output to ensure that work undertaken is cost-effective and achieves planned results. 2.2 Identify impediments to service and work processes and form ideas for potential solutions and improvements. 2.3 Discuss and evaluate ideas with relevant persons to form balanced judgements on the effectiveness of potential solutions and improvements. 2.4 Recommend process or service improvements to relevant persons.
3. Select and use workplace resources efficiently.	3.1 Select and use resources required to meet work instructions according to workplace quality requirements. 3.2 Access and read relevant information, manuals and technical publications to support efficient resource use according to workplace requirements.
4. Complete and distribute resource use documentation.	4.1 Complete resource use documentation accurately and legibly to meet workplace requirements. 4.2 Distribute completed documentation according to workplace requirements.

## **Foundation Skills**

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

## **Unit Mapping Information**

Supersedes and is equivalent to CPPFES2007A Maintain quality of work and promote continuous improvement.

## **Links**

Companion Volume Implementation Guide:

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

## Assessment Requirements for CPPFES2007 Maintain quality of work and promote continuous improvement

### Modification history

Release	Comments
1	Supersedes and is equivalent to CPPFES2007A Maintain quality of work and promote continuous improvement. Unit updated to meet the Standards for Training Packages 2012. This version first released with CPP Property Services Training Package Release 13.0.

### Performance Evidence

To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by maintaining quality of work and promoting continuous improvement associated with work instructions for two different routine service operations, including for each operation:

- applying one quality measure to work instructions
- identifying and reporting one opportunity to improve work processes
- identifying one opportunity to achieve efficiencies when using workplace resources.

### Knowledge Evidence

To be competent in this unit, a candidate must demonstrate knowledge of:

- basic principles of quality concepts:
  - quality control methods
  - quality problem identification
- importance of correct distribution of completed documentation
- meaning of and reasons for optimising use of human and material resources in the workplace
- meaning of continuous improvement and ways that workplace processes and services can be improved
- purpose of indexes and tables of content in manuals and Australian Standards
- reasons why resources are used in conjunction with specifications and procedures
- ways to achieve efficiencies in the use of workplace resources
- workplace requirements related to quality assurance, continuous improvement and resource use.

### Assessment Conditions

Assessors must meet the requirements for assessors contained in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or a simulated workplace using realistic conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to information and documentation required to achieve the performance evidence.

### Links

Companion Volume Implementation Guide:

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>