

# **Certificate IV in Property Services (Operations)**

## **CPP40611**

Unit Descriptions & Evidence  
Required to Demonstrate  
Competency



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## **Course Description**

Not applicable.

## **Pathways Information**

Not applicable.

## **Entry Requirements**

There are no entry requirements for this qualification.

## **What you must do to complete the course**

To be awarded CPP40611 Certificate IV in Property Services (Operations), competency must be achieved in 18 units as noted on the contents page.

## **BSBREL401A (Core) Establish networks**

### **Unit Descriptor**

This unit describes the performance outcomes, skills and knowledge required to develop and maintain effective work relationships and networks. It covers the relationship building and negotiation skills required by workers within an organisation as well as freelance or contract workers.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement

### **Application of the Unit**

This unit applies to individuals with a broad knowledge of networking and negotiation who contribute well developed skills in creating solutions to unpredictable problems through analysis and evaluation of information from a variety of sources. They may have responsibility to provide guidance or to delegate aspects of tasks to others

### **Evidence Guide**

#### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

#### **Evidence of the following is essential for a participant to demonstrate competency in this unit:**

- establishing contacts and participating in networks
- identifying opportunities for networking
- knowledge of related organisations, agencies and networks
- maintaining records of relevant contacts.

# CPPDSM4028A (Core) Identify and analyse risks and opportunities in the property industry

## Unit Descriptor

This unit of competency specifies the outcomes required to identify and analyse potential threats and opportunities to ensure safe and effective property operations. It requires the ability to assess property systems and assets to determine the level of risk exposure and identify areas of opportunity.

The unit may form part of the licensing requirements for persons working in the property industry, including in the real estate, business broking, stock and station agency and property operations and development sectors, in those States and Territories where these are regulated activities.

## Application of the Unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

## Evidence Guide

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

### Evidence of the following is essential for a participant to demonstrate competency in this unit:

- assessing level of risk or opportunity potential against agreed assessment criteria
- establishing terms of reference and developing effective action plan and structure for analysis and assessment
- knowledge of organisation's practices, ethical standards and legislative requirements associated with identifying and analysing potential threats and opportunities to ensure safe and effective property operations
- obtaining information from a range of sources and consultative processes to ensure accurate understanding of operating environment
- reviewing and preparing findings relating to risks and opportunities in a format suitable for presentation.

# CPPDSM4044B (Core) Coordinate maintenance and repair of properties and facilities

## Unit Descriptor

This unit of competency specifies the outcomes required to plan and coordinate the repair, maintenance and modification of properties and facilities. It requires the ability to plan and document work activities effectively, coordinate and monitor subcontractors, and check and report the results of work performed.

The unit may form part of the licensing requirements for persons working in the property industry, including in the real estate, business broking, stock and station agency and property operations and development sectors, in those States and Territories where these are regulated activities.

## Application of the Unit

This unit of competency supports the work of those involved in planning and coordinating the repair, maintenance and modification of properties and facilities.

## Evidence Guide

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

### Evidence of the following is essential for a participant to demonstrate competency in this unit:

- inspecting completed work against work order and ensuring remedial action for faults, errors or omissions
- monitoring maintenance and repair work ensuring effective communication exchange and identification of factors requiring variations to work schedules
- knowledge of organisation's practices, ethical standards and legislative requirements associated with planning and coordinating the repair, maintenance and modification of properties and facilities
- planning maintenance and repair work ensuring client and tenant safety and security, and resource requirements are according to budgetary parameters
- responding appropriately to requests for maintenance and repair work and maintaining adequate records and reports.

# CPPDSM4047A (Core) Implement and monitor procurement process

## Unit Descriptor

This unit of competency specifies the outcomes required to implement and monitor purchasing processes for goods and services. It requires the ability to follow procurement procedures, determine and arrange appropriate suppliers, and check that final procurement meets client objectives.

The unit may form part of the licensing requirements for persons working in the property industry, including in the real estate, business broking, stock and station agency and property operations and development sectors, in those States and Territories where these are regulated activities.

## Application of the Unit

This unit of competency supports the work of those involved in implementing and monitoring purchasing processes for goods and services.

## Evidence Guide

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

### Evidence of the following is essential for a participant to demonstrate competency in this unit:

- accurately reviewing procurement objectives and relevant information to determine procurement processes, and sourcing appropriate authority or delegations for procurement
- finalising procurement process within agreed timeframes and using business equipment and technology to maintain records and reports
- knowledge of organisation's practices, ethical standards and legislative requirements associated with implementing and monitoring purchasing processes for goods and services
- using communication to monitor effectively the implementation of the procurement process against budget parameters.

# CPPDSM4048B (Core) Implement customer service strategies in the property industry

## Unit Descriptor

This unit of competency specifies the outcomes required to provide advice to customers and evaluate customer service in the property industry. It requires the ability to obtain and analyse client feedback and design strategies for future improvement to customer service strategies.

The unit may form part of the licensing requirements for persons working in the property industry, including in the real estate, business broking, stock and station agency and property operations and development sectors, in those States and Territories where these are regulated activities.

## Application of the Unit

This unit of competency supports the work of those in the property industry involved in providing advice to customers and evaluating customer service.

## Evidence Guide

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

### Evidence of the following is essential for a participant to demonstrate competency in this unit:

- demonstrating appropriate customer relations behaviour and designing strategies to improve delivery of services
- distinguishing between different levels of customer satisfaction
- identifying and confirming needs, priorities and expectations of the organisation and owner in delivering services to customers
- knowledge of organisation's practices, ethical standards and legislative requirements associated with providing advice to customers and evaluating customer service
- providing constructive advice on customer service practices
- responding to and reporting on customer complaints and feedback.



# CPPDSM4057A (Core) Monitor a safe workplace in the property industry

## Unit Descriptor

This unit of competency specifies the outcomes required to follow and promote OHS policies and procedures to ensure own safety and that of others in the workplace. It requires the ability to identify and control workplace risks and hazards and communicate workplace safety requirements.

The unit has been contextualised and is based on Generic Competency 'B' in the National Guidelines for Integrating OHS Competencies into National Industry Competency Standards.

This unit may form part of the licensing requirements for persons working in the property industry, including in the real estate, business broking, stock and station agency and property operations and development sectors, in those States and Territories where these are regulated activities.

## Application of the Unit

This unit of competency supports the work of those involved in following and promoting OHS policies and procedures to ensure own safety and that of others in the workplace.

## Evidence Guide

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

### Evidence of the following is essential for a participant to demonstrate competency in this unit:

- assessing and controlling risks according to the hierarchy of control
- complying with a range of health and safety legislative and organisational procedures
- identifying and addressing OHS training needs of team members
- providing clear and accurate information and advice to team members on workplace hazards and risks.

# CPPDSM4063A (Core) Participate in developing and establishing property or facilities contracts

## Unit Descriptor

This unit of competency specifies the outcomes required to participate in the development of contracts for property or facility management and maintenance operations. It requires the ability to determine accurately and comply with contract specifications and guidelines, and to prepare and finalise contract documentation.

The unit may form part of the licensing requirements for persons working in the property industry, including in the real estate, business broking, stock and station agency and property operations and development sectors, in those States and Territories where these are regulated activities.

## Application of the Unit

This unit of competency supports the work of those involved in the development and establishment of contracts for property or facility management and maintenance operations.

## Evidence Guide

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

### Evidence of the following is essential for a participant to demonstrate competency in this unit:

- finalising contract within agreed timeframes using obtained feedback to rectify gaps or deficiencies
- knowledge of organisation's practices, ethical standards and legislative requirements associated with developing contracts for property or facility management and maintenance operations
- seeking advice as required to confirm contract specifications have been addressed
- using business equipment and technology to prepare contract documentation
- using consultative processes to review and confirm contract requirements and specifications.

# CPPDSM4072A (Core) Provide leadership in the property industry

## Unit Descriptor

This unit of competency specifies the outcomes required to provide effective leadership in the property industry. It requires the ability to model high standards of performance and behaviour, and positively influence individuals and work teams. It requires knowledge of applicable financial, legal and procedural requirements relevant to the property industry.

The unit may form part of the licensing requirements for persons working in the property industry, including in the real estate, business broking, stock and station agency and property operations and development sectors, in those States and Territories where these are regulated activities.

## Application of the Unit

This unit of competency supports the work of those involved in leadership roles within the property industry

## Evidence Guide

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

### Evidence of the following is essential for a participant to demonstrate competency in this unit:

- knowing and accurately interpreting and complying with relevant legislative, financial and procedural requirements and prescribed codes of conduct, and checking own understanding and application with relevant people
- demonstrating high standards of work practices and ethics in providing property services, including accurate determination and clarification of expectations of owner corporations; acting in principal's best interests; adequate disclosure of relevant information, including management fees; declaration of beneficial interests; ethical representation of organisation and clients; fair and honest provision of property services; identification and disclosure of conflicts of interest; maintenance of confidentiality; non-discriminatory practices; over-servicing; and fixed charges rather than fee for service
- using constructive feedback and industry competency standards and benchmarks to identify and implement opportunities for developing and maintaining own professional development
- using effective communication techniques to introduce and monitor change, while providing support to, and maintaining relationships with, clients and colleagues throughout the change process.

## **BSBCMM401A (Elective) Make a presentation**

### **Unit Descriptor**

This unit covers the performance outcomes, skills and knowledge required to prepare, deliver and review a presentation to a target audience.

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

### **Application of the Unit**

This unit applies to individuals who may be expected to make presentations for a range of purposes, such as marketing, training, promotions, etc. They contribute well developed communication skills in presenting a range of concepts and ideas.

### **Evidence Guide**

#### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

#### **Evidence of the following is essential for a participant to demonstrate competency in this unit:**

- preparation, delivery and evaluation of the effectiveness of at least two presentations related to the candidate's occupation or area of interest
- knowledge of the principles of effective communication.

# **BSBLED401A (Elective) Develop teams and individuals**

## **Unit Descriptor**

This unit describes the performance outcomes, skills and knowledge required to determine individual and team development needs and to facilitate the development of the workgroup.

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

## **Application of the Unit**

This unit applies to individuals with a broad knowledge of learning and development who apply their skills in addressing development needs to meet team objectives. They may have responsibility to provide guidance or to delegate aspects of tasks to others.

## **Evidence Guide**

### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### **Evidence of the following is essential for a participant to demonstrate competency in this unit:**

- identifying and implementing learning opportunities for others
- giving and receiving feedback from team members to encourage participation in and effectiveness of team
- creating learning plans to match skill needs
- knowledge of relevant legislation.

## **BSBMGT402A (Elective) Implement operational plan**

### **Unit Descriptor**

This unit describes the performance outcomes, skills and knowledge required to implement the operational plan by monitoring and adjusting operational performance, producing short term plans for the department/section, planning and acquiring resources and providing reports on performance as required.

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

### **Application of the Unit**

Frontline managers are actively engaged in planning activities to achieve the measurable, stated objectives of the team and the organisation. This key role is carried out to provide safe, efficient and effective products and services to customer satisfaction within the organisation's productivity and profitability plans.

At this level, work will normally be carried out within routine and non routine methods and procedures, which require planning, evaluation, leadership and guidance of others..

### **Evidence Guide**

#### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

#### **Evidence of the following is essential for a participant to demonstrate competency in this unit:**

- ability to monitor and adjust operational performance, produce short-term plans for the department or section, plan and acquire resources, and provide reports on performance as required
- knowledge of principles and techniques associated with monitoring and implementing operations and procedures.

# **BSBMKG413A (Elective) Promote products and services**

## **Unit Descriptor**

This unit describes the performance outcomes, skills and knowledge required to coordinate and review the promotion of an organisation's products and services.

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

## **Application of the Unit**

This unit applies to individuals with a broad knowledge of the promotion of products and services specific to an organisation. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.

## **Evidence Guide**

### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### **Evidence of the following is essential for a participant to demonstrate competency in this unit:**

- designing and delivering promotional presentations
- evaluating promotional impacts
- presenting and advocating promotional strategies within the organisation
- assessing and reporting on customer satisfaction

## **BSBWOR402A (Elective) Promote team effectiveness**

### **Unit Descriptor**

This unit describes the performance outcomes, skills and knowledge required to promote teamwork. It involves developing team plans to meet expected outcomes, leading the work team, and proactively working with the management of the organisation.

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

### **Application of the Unit**

Frontline managers have an important leadership role in the development of efficient and effective work teams. They play a prominent part in team planning, supervising the performance of the team and developing team cohesion. They provide leadership for the team and bridge the gap between the management of the organisation and the team members. As such they must 'manage up' as well as manage their team/s.

### **Evidence Guide**

#### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

#### **Evidence of the following is essential for a participant to demonstrate competency in this unit:**

- teamwork plan with details of how it was generated and how it will be monitored so that team goals can be met
- techniques in communicating information, dealing with team conflict and resolving issues
- knowledge of organisational goals, objectives and plans.



# CPPDSM4034A (Elective) Assess and implement strata/community management agreement

## Unit Descriptor

This unit of competency specifies the outcomes required to effectively assess and implement a strata/community management agreement. It requires the ability to negotiate the implementation of the agreement, and monitor and review the implementation process.

The unit may form part of the licensing requirements for persons working in the property industry, including in the real estate, business broking, stock and station agency and property operations and development sectors, in those States and Territories where these are regulated activities.

## Application of the Unit

This unit of competency supports the work of those involved in assessing and implementing strata/community management agreements.

## Evidence Guide

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

### Evidence of the following is essential for a participant to demonstrate competency in this unit:

- establishing and negotiating agreement requirements through consultation and research, including:
  - factors likely to affect the management of property
  - management fees and services offered
  - necessary record keeping practices
  - omissions or errors within agreements
  - owners responsibilities and expectations
  - security arrangements for management of property and facilities
- implementing and monitoring agreement, including:
  - arranging, managing and recording meetings
  - depositing monies held on behalf of owner corporations
  - liaising with owners or tenants about repairs and maintenance
  - maintaining and protecting condition of common property
  - maintaining relevant statutory records and books
  - managing insurance claims and payments
  - responding appropriately to requests for repairs and maintenance
- knowledge of organisation's practices, ethical standards and legislative requirements associated with implementing strata/community management agreements

- maintaining relevant statutory records and books, including administrative and sinking funds, by-laws, investments, repairs and maintenance, strata levies and trust accounting
- conducting meetings
- reviewing and reporting on agreement outcomes, including consultation with owners or tenants.

# CPPDSM4045A (Elective) Facilitate meetings in the property industry

## Unit Descriptor

This unit of competency specifies the outcomes required to prepare for meetings and facilitate groups to discuss common issues in the property industry. It requires the ability to coordinate meeting arrangements, communicate effectively with a range of audiences, and accurately record meeting outcomes.

The unit may form part of the licensing requirements for persons working in the property industry, including in the real estate, business broking, stock and station agency and property operations and development sectors, in those States and Territories where these are regulated activities

## Application of the Unit

This unit of competency supports the work of those involved in preparing for meetings and facilitating groups in the property industry to discuss common issues.

## Evidence Guide

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

### Evidence of the following is essential for a participant to demonstrate competency in this unit:

- accurately recording and securely maintaining notes of meeting discussions
- effectively planning and administering meetings using appropriate procedures and protocols
- knowledge of organisation's practices, ethical standards and legislative requirements associated with preparing for meetings and facilitating groups to discuss issues
- using effective communication and presentation skills to manage and conduct meetings
- using technology to prepare documentation relating to meeting outcomes and distribute to relevant people in a timely manner.

# CPPDSM4056A (Elective) Manage conflict and disputes in the property industry

## Unit Descriptor

This unit of competency specifies the outcomes required to use communication techniques to manage and resolve conflict and disputes in the property industry. It requires the ability to assess conflict or dispute situations, accurately receive and relay information, adapt interpersonal styles and techniques to varying social and cultural environments, and evaluate responses.

The unit may form part of the licensing requirements for persons working in the property industry, including in the real estate, business broking, stock and station agency and property operations and development sectors, in those States and Territories where these are regulated activities.

## Application of the Unit

This unit of competency supports the work of those involved in using communication techniques to manage and resolve conflict and disputes in the property industry.

## Evidence Guide

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

### Evidence of the following is essential for a participant to demonstrate competency in this unit:

- evaluating resolution process and accurately recording and reporting facts and outcomes
- knowledge of organisation's practices, ethical standards and legislative requirements associated with managing and resolving conflict and disputes
- negotiating conflict or dispute situations to an effective resolution where possible
- using communication techniques to accurately identify causes and incidences of conflict or dispute.

# **CPPDSM4074A (Elective) Select and appoint contractors in the property industry**

## **Unit Descriptor**

This unit of competency specifies the outcomes required to coordinate contractor requirements for a variety of projects in the property industry. It requires the ability to administer contracts and coordinate the selection and monitoring of contractor arrangements.

The unit may form part of the licensing requirements for persons working in the property industry, including in the real estate, business broking, stock and station agency and property operations and development sectors, in those States and Territories where these are regulated activities.

## **Application of the Unit**

This unit of competency supports the work of those involved in coordinating contractor requirements for a variety of projects in the property industry.

## **Evidence Guide**

### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

### **Evidence of the following is essential for a participant to demonstrate competency in this unit:**

- completing selection of contractors, including reviewing criteria and reporting recommendations
- evaluating and selecting contractors using appropriate selection criteria and communication techniques
- determining contractor requirements through research and consultation
- knowledge of organisation's practices, ethical standards and legislative requirements associated with coordinating contractor requirements for a variety of projects
- preparing selection schedule and criteria, and arranging people to be involved in the selection process.
- monitoring the lodgement of documents for the correct transfer of ownership required for a legal sale of all types of property and businesses
- preparing documentation for agency disbursements.

# **BSBMGT403A (Elective) Implement continuous improvement**

## **Unit Descriptor**

This unit describes the performance outcomes, skills and knowledge required to implement the organisation's continuous improvement systems and processes. Particular emphasis is on using systems and strategies to actively encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement

## **Application of the Unit**

Frontline managers have an active role in implementing the continuous improvement process to achieve the organisation's objectives. Their position, closely associated with the creation and delivery of products and services, means that they have an important role in influencing the ongoing development of the organisation.

At this level, work will normally be carried out within routine and non routine methods and procedures, which require planning and evaluation, and leadership and guidance of others.

## **Evidence Guide**

### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### **Evidence of the following is essential for a participant to demonstrate competency in this unit:**

- taking active steps to implement, monitor and adjust plans, processes and procedures to improve performance
- supporting others to implement the continuous improvement system/processes, and to identify and report opportunities for further improvement
- knowledge of principles and techniques associated with continuous improvement systems and processes.