Consultant PQC Form 2—Self Assessment

Name of Applicant

Part 1

1. **Has your organisation been recognised for its professional achievements through the receipt of recognised industry awards in the last three years?** ☐ Yes ☐ No

   Interpretation: The award must be related to the professional activity/ies of the organisation e.g. architecture, engineering or cost planning. Examples include awards for design, innovative technologies, research or publication. The award must be an industry recognised award, that is, part of an award scheme sponsored by a professional organisation and does not include, for instance, community service or client appreciation awards.

   Verification: Sighting of the award, certificate, trophy or related documentation or other satisfactory evidence of its receipt.

2. **Do you have structured arrangements in place (e.g. relationship management or partnering strategies) with members of your supply chain aimed at improving the coordination and quality of your services and products?** ☐ Yes ☐ No

   Interpretation: A consultant's 'supply chain' may consist of parties such as sub-consultants, IT vendors and printers. Relationship management or partnering strategies may include activities such as problem solving, knowledge sharing, co-ordination of processes, performance monitoring, joint improvement initiatives and the reward and recognition of supplier achievements.

   Verification: Evidence of commitments to relationship management or partnering strategies expressed in business plans or specific relationship management/ partnering plans. Documented outcomes of relationship management or partnering activities.

3. **Can your organisation demonstrate the use of a structured approach to the identification, delivery and evaluation of professional development activities?** ☐ Yes ☐ No

   Interpretation: Professional development activities include structured training activities and attendance at seminars or conferences. Such activities may be conducted internally or externally. Training does not necessarily need to be accompanied by a recognised qualification, award or certificate. Training or professional development activities can be either organisation or worker funded.

   Verification: A structured approach could be demonstrated by higher level organisation training plans linked to organisational goals, results of skills audits or needs analyses and individual or group training plans, training schedules/calendars and training evaluations.

4. **In the last three years, has your organisation been directly involved in any commissions in which significant new processes or technologies were used and formally reported on?** ☐ Yes ☐ No

   Interpretation: A significant new process or technology may refer to a material, technique or design system that was used extensively and/ or played a significant role in the outcome of the project. Such processes or technology are often trialled as part of a demonstration or pilot project that may occur in conjunction with suppliers, industry associations, government bodies, research organisations or in partnership with clients.

   Verification: Formal agreements to trial a new process or technology. Reports and analyses relating to the performance of the new technology or process.

5. **Are annual financial plans (which include projected profit and loss, balance sheet and cash flow budgets) prepared by your organisation?** ☐ Yes ☐ No

   Interpretation: The most basic type of financial plan is the annual budget that should include projected profit and loss, balance sheet and cash flow budgets.

   Verification: Documented annual financial plans.

6. **Do you undertake monthly budget variance reporting (i.e. projected budget performance versus actual performance)?** ☐ Yes ☐ No

   Interpretation: Variance reporting is the process of comparing actual budget performance against planned performance and then adjusting the budget accordingly. Monthly variance reporting is considered to be the minimum reporting frequency for most organisations.

   Verification: Evidence of budget revisions, accounting records.

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Part 1 (continued)

7. **Are the key processes for your organisation documented to a degree that enables their consistent application and makes them acceptable for external scrutiny?** ☐ Yes ☐ No

   Interpretation: Key processes are those that support the core activities of the organisation, for example, proposal development, client communication, project scheduling, cost management or human resource management. The key processes will vary according to organisation's main activities.

   Verification: A fully implemented and certified Quality Management System would provide sufficient evidence of having met this criterion. Where a QMS is not in place a procedure manual consisting of documented processes is sufficient.

8. **Do any of your Workers currently represent your organisation on peak industry bodies, industry steering committees or advisory groups (or have done so within the last three years)?** ☐ Yes ☐ No

   Interpretation: This refers to having workers represented on peak industry bodies, industry steering committees or advisory groups, as distinct from simply having memberships with industry associations.

   Verification: Invitations to participate, agendas, reports and other supporting documentation.

9. **Have you employed cadets or graduates or engaged people under work experience programs in the last two years?** ☐ Yes ☐ No

   Interpretation: Graduate recruitment or cadetship programs are designed to ensure that graduates or cadets receive meaningful development opportunities while also ensuring that the employer receives value for money from the investment in the new worker.
   Work experience programs are usually utilised by secondary school students or others seeking experience in a new line of work.

   Verification: HR records, documented polices and programs.

10. **Do you have a formal system for recording and resolving client queries or complaints?** ☐ Yes ☐ No

    Interpretation: Client queries and complaints should be recorded centrally and dealt with systematically to ensure their efficient resolution. Such a system should clearly identify who is responsible for resolving an issue, a due date for completing the investigation and a brief description of the outcome.

    Verification: Query/complaint register, action lists relating to queries/complaints.

11. **Does your organisation have a knowledge management strategy in place?** ☐ Yes ☐ No

    Interpretation: Knowledge management strategies aim to improve the management of the organisation's knowledge resources in order to realise a competitive advantage. Examples of strategies might include process improvements that aim to better capture and share knowledge, encouraging workers to share knowledge and the adoption of new or improved technology to support the creation, storage and presentation of knowledge resources

    Verification: Documented knowledge management policy and plans, which may form part of the organisation's business/strategic plan.

12. **Are more than 30% of your professional workers current members of the relevant professional association?** ☐ Yes ☐ No

    Interpretation: Refer to the Human Resources schedule (Item 1.3, Form 1) to identify the total number of workers in the organisation. Professional workers are those that hold the necessary tertiary qualification to deliver a specific service activity. Identify the percentage of these workers who are current members of their relevant professional association.

    Verification: HR schedule (Item 1.3, Form 1) with accompanying membership details.

13. **Do more than 30% of your workers hold professional qualifications relevant to the services they deliver?** ☐ Yes ☐ No

    Interpretation: A professional qualification is a qualification that is considered a prerequisite to the delivery of a specific service activity. Some professional qualifications may be stipulated by a relevant licensing or registration board.

    Verification: HR schedule (Item 1.3, Form 1) with accompanying qualification details.

Part 1 Score

How many 'yes' responses did you indicate for questions 1–13?

3 or less	☐	= 1 point
4–6	☐	= 2 points
7–9	☐	= 3 points
10 or more	☐	= 4 points

Transfer your score to Step 5 on page 4 of this form.

Consultant PQC Form 2—Self Assessment

Part 2

	Column 1	Column 2	Column 3	Column 4

14. What is the average length of service (in years) of workers with your organisation?

Interpretation: Refer to the Human Resources schedule (Item 1.3, Form 1) to identify the total number of workers in the organisation. Total the number of years of service for all workers and divide by the number of workers.

Verification: HR records indicating total numbers of workers and employment commencement dates.

☐ ‹3   ☐ 3–5   ☐ 5–8   ☐ ›8

15. What is the average number of years of relevant industry experience of your workforce?

Interpretation: Refer to the Human Resources schedule (Item 1.3, Form 1) to identify the total number of workers in the organisation. The average number of years of relevant industry experience equals the total number of years in the relevant industry divided by the number of staff. Experience may have been gained with any organisation operating in the relevant industry.

Verification: Workers' resumés.

☐ ‹5   ☐ 5–10   ☐ 10–15   ☐ ›15

16. How frequently do you conduct post commission evaluations?

Interpretation: Post commission evaluations may involve the input of clients, project team members, internal staff, sub-consultants, suppliers or other identified stakeholders.

There needs to be an element of formality or structure to the evaluation process; a simple verbal exchange concerning the conduct of the commission is not considered sufficient.

Verification: Records of completed post commission evaluations or review activities. Documented processes and tools used to guide the evaluation.

☐ Never   ☐ Sometimes   ☐ Often   ☐ Always

17. What is the average time spent on training, professional development or continuous learning activities per permanent worker per year?

Interpretation: Refer to the Human Resources schedule (Item 1.3, Form 1) to identify the total number of workers in the organisation. Total the number of days of training for all workers and divide by the number of workers.

Training, professional development or continuous learning activities include structured training activities and attendance at seminars or conferences. Such activities may be conducted internally or externally. Activities do not necessarily need to be accompanied by a recognised qualification, award or certificate. Activities can be either organisation or worker funded.

Verification: HR records detailing time spent in training activities per worker per year.

☐ ‹4 days   ☐ 4–7 days   ☐ 7–10 days   ☐ ›10 days

18. What percentage of your workers use computer based technology to perform their day-to-day work?

Interpretation: The typical computer based technology used by workers will be PCs, notebook computers and PDAs but can also include specialised technology such as measuring and recording instruments.

Verification: Observation of work environment. IT or equipment inventory.

☐ 0–30%   ☐ 31–50%   ☐ 51–70%   ☐ ›70%

19. Do you have a business plan? If you have a plan what is its time span/horizon?

Interpretation: An organisation will either have a business plan or not. If a business plan exists, it will typically cover a specific period of time.

Verification: Documented business plan indicating its time span.

☐ No plan   ☐ 1 year   ☐ 3 years   ☐ 5 years

20. How frequently do you perform structured risk assessments on planned commissions?

Interpretation: A structured risk assessment is likely to involve using a checklist of potential risk factors to help develop a risk profile for the given commission. A preliminary risk assessment may indicate the need for a more detailed risk analysis and the application of risk management strategies.

Verification: Completed risk assessments, supporting procedure.

☐ Never   ☐ ‹50%   ☐ ‹90%   ☐ Always

Consultant PQC Form 2—Self Assessment

Part 2 (continued)

21. How frequently do you engage in structured benchmarking activities?

Interpretation: Benchmarking is the process of comparing an organisation's service, products and processes against a standard (benchmark) in order to evaluate and improve performance. Benchmarks can be derived from local or international competitors, through discussion with other consultants and clients or may be based on those identified by professional associations.

Verification: Documented benchmarks used. Findings of benchmarking activities e.g. reports, graphs, tables and commentary

Column 1	Column 2	Column 3	Column 4
☐ Never	☐ At least once	☐ Triannually	☐ Annually

Calculations

Step 1 Total the number of responses in each column in Part 2

Multiplier

[ ] x1   [ ] x2   [ ] x3   [ ] x4

Step 2 Calculate the score for each column by multipling each column total by the above multiplier

[ ]   [ ]   [ ]   [ ]

Step 3 Total all the scores calculated in step 2

[ ] ÷8

Step 4 Calculate your average score for Part 2 by dividing the total from step 3 by 8 (the number of questions in Part 2)
Do not apply rounding

[ ] +

Step 5 Transfer your score from Part 1 to this box

[ ] =

Step 6 Add your Part 1 score and your average score for Part 2 (step 4) together

[ ] ÷2

Step 7 Calculate your average score for Parts 1 and 2 by dividing the total from step 6 by 2

[ ]

Step 8 Round your average score (from Step 7) to a whole number

(scores with a decimal of 0.7 or more are rounded up to the nearest whole number, those with a score of less than 0.7 are rounded down to the nearest whole number)

[ ]

Privacy Notice

The Department of Housing and Public Works is collecting your personal and business information on this form for the purpose of assessing your application for prequalification on the PQC System. In assessing your application some of this information will usually be given to:

- Queensland Building and Construction Commission
- Workplace Health and Safety Queensland
- Department of Justice and Attorney-General
- WorkCover Queensland
- QComp.

The Department of Housing and Public Works may also give some of this information to other relevant government and industry entities for the purpose of assessing your application.

This information will not be disclosed to any other third party, without your consent, unless authorised or required by law.

The State is entitled to publish on the Department of Housing and Public Works' website (www.hpw.qld.gov.au), or by any other means, the names and business addresses of trading entities registered on the PQC System.