



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **HLTPOP214D Provide basic repairs and maintenance to health hardware and fixtures**

**Release: 1**

## HLTPOP214D Provide basic repairs and maintenance to health hardware and fixtures

### Modification History

HLT07 Version 4	HLT07 Version 5	Comments
HLTPOP214C Provide basic repairs and maintenance to health hardware and fixtures	HLTPOP214D - Provide basic repairs and maintenance to health hardware and fixtures	Unit updated in V5. ISC upgrade changes to remove references to old OHS legislation and replace with references to new WHS legislation. No change to competency outcome.

### Unit Descriptor

#### Descriptor

This unit aims to describe the competencies needed to perform basic repairs and maintenance to health hardware and fixtures in the home and community

### Application of the Unit

#### Application

Plumbing work must only be performed by a person authorised by registration or licence granted by the relevant State or Territory regulatory authority under legislation

As certification may vary between States and Territories workers should consult with the relevant regulatory authority before undertaking this work

### Licensing/Regulatory Information

Not Applicable

## Pre-Requisites

Not Applicable

## Employability Skills Information

### Employability Skills

This unit contains Employability Skills

## Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in *italics* are elaborated in the Range Statement.

## Elements and Performance Criteria

### ELEMENT

1. Develop a repairs and maintenance plan

### PERFORMANCE CRITERIA

- 1.1 In conjunction with supervisor, develop a timetable and work plan to address repairs and maintenance requirements that are the responsibility of the worker
- 1.2 Determine, from job requirements, location in which repairs and maintenance are to be carried out
- 1.3 Notify householders, community members and other community workers of the proposed timetable and work plan to ensure that approval is obtained, and work is coordinated effectively
- 1.4 Obtain materials necessary to complete the work in accordance with established procedures and checked against job requirements
- 1.5 Obtain *tools and equipment* needed to perform tasks in accordance with established procedures and checked against job requirements

**ELEMENT****PERFORMANCE CRITERIA****2. Carry out *repairs and maintenance***

- 2.1 Follow WHS policies and procedures for carrying out repairs and maintenance
- 2.2 Carry out repairs and maintenance in accordance with *work plan*, under supervision of key people
- 2.3 Respond to unplanned events or conditions in accordance with organisation policies and procedures
- 2.4 *Obtain approval* in accordance with established procedures from relevant others before any contingencies are implemented
- 2.5 Check quality of the work undertaken in accordance with established procedures
- 2.6 Store tools and equipment in accordance with organisation policies and procedures upon the completion of work tasks or daily activities

**3. Inspect and notify completion of work**

- 3.1 Undertake final inspections to ensure that repairs and maintenance conforms to requirements
- 3.2 Notify work completion in accordance with organisation policies and procedures

## Required Skills and Knowledge

This describes the essential skills and knowledge and their level required for this unit.

### *Essential knowledge:*

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Correct tools, equipment and materials to be used for the task required
- Household plumbing design and fixtures if working within the context of sewerage systems and/or water supply systems
- WHS requirements, e.g. protective clothing and equipment, adequate lighting to perform tasks, identification of work place hazards and preventative measures, personal safety issues when dealing with sewage and sewerage systems, etc.

- Procedures for carrying out repairs
- Procedures for storing tools and equipment on completion of tasks
- Regulation and legislation relevant to the work carried out

### *Essential skills:*

It is critical that the candidate demonstrate the ability to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Apply knowledge related to applicable organisation and legislative requirements in relation to repairs and maintenance tasks
- Apply listening skills and follow instructions
- Apply problem solving skills in relation to repairs and maintenance tasks, i.e. if a tap is leaking, it is important to be able to identify where the tap is leaking from in order to be able address the problem appropriately, etc
- Complete maintenance tasks according to specifications and manufacturer's instructions
- Demonstrate skills in using relevant / appropriate tools
- Effectively network and communicate with householders, community members and relevant others as required
- Follow work place instructions
- Set task list and work plan
- Work within task priorities

## **Evidence Guide**

### **EVIDENCE GUIDE**

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.

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

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Assessment of this unit of competency needs to occur more than once and over a period of time until the worker is able to perform basic repairs and maintenance without direct supervision

## EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
  - All workers should develop their ability to work in a culturally diverse environment
  - In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
  - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

- Context of and specific resources for assessment:*
- Competency is best demonstrated in the work place as part of on the job activities
  - Competency can also be assessed in constructed simulation
  - Access required to:
    - tools materials and equipment needed to perform tasks
    - simulation of realistic workplace setting for assessment

- Note:*
- It is advisable that the Indigenous Environmental Health Worker receives immunisation against the risk of Hepatitis A (and B) before dealing with sewage and sewerage systems

*Related unit:* This unit is best assessed in conjunction with:

- HLTPOP213C Support community processes for the provision of ongoing repairs and maintenance to health hardware

## Range Statement

## RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

*Timetable and work plan will include:*

- Allocating sufficient time for the worker to provide information and support to householders and community members as part of on the job role
- Determining work tasks in order of priority

*To ensure that approval is obtained may refer to:*

- Entry onto premises (private households) to perform work
- Approval to perform work in specific buildings, e.g. men's and women's places, or other buildings/areas of cultural significance

*Work is coordinated effectively may refer to:*

- Organising suitable times with householders, community members to gain access onto premises
- Coordinating work around the activities of people within premises, or other workers who may be doing work in the same area, house or building at the same time

## RANGE STATEMENT

*Materials will depend upon the level of work, task and context (area) of environmental health within the worker's responsibility. This may include, but is not limited to the following:*

- Solvent glue for PVC
- Primer solution for PVC pipe
- Assorted tap handles and plumbing fittings to suit the community
- Teflon tape
- Grease and/or Vaseline®
- Tap jumper washes in sizes to suit the community
- Thread sealing type
- Assorted "O" rings
- Replacement parts for cisterns in flush toilets
- DT traps
- Inspection caps
- Rubber washers
- Y's and joiners

*Tools and equipment will depend upon the level of work, task and context (area) of environmental health within the worker's responsibility. This may include, but is not limited to the following:*

- Tap spanners ½, ¾ and 1 sizes
- Adjustable spanner
- Plumbing rods (steel type) with plunger and screw end fittings for medium (50mm) and large (100mm) pipe
- Internal pipe expander
- Tap reseating kit with ½, ¾ and 1 cutter blades
- Sink plunger (100mm)
- Pointy nose pliers
- Multi grip pliers
- Stilson® wrench x 2
- Self protective equipment including PVC gloves
- Safety glasses, rubber, steel capped boots and overalls
- Cleaning equipment

*Under the supervision of key people refers to:*

- People with experience and/or qualifications, skills in basic repairs and maintenance to household plumbing fixtures and health hardware items, e.g. plumbers, essential services officers, environmental health officers, other more experienced workers in the community, etc.



## RANGE STATEMENT

*Repairs and maintenance will depend upon the level of work, task and context (area) of environmental health within the worker's responsibility. This may include, but is not limited to:*

- Maintain functioning toilet system, e.g. identify and replace a faulty float, remove and replace washer, clear blocked "S" bend, clear sewer pipe, replace rubber cone, replace pan collar, replace inlet valve, replace toilet seat/lid, lubricate points in the cistern, etc.
- Maintaining septic tanks, e.g. unblock septic system, unblock drain, clean and replace floor grids, replace DT traps, replace inspection caps, replace rubber washers, replace pipes, replace Y's and joiners
- Fixing leaking taps either from the spout, middle of the tap, handle or where the tap joins the pipe, e.g. changing washers, reseating tap, replacing "O" ring or top of the tap, removing tap and winding Teflon tape on the thread, etc.
- Unblocking drains, pipes, sewer pipes and household plumbing and fixtures
- Maintaining and repairing other health hardware items that are within area of responsibility and/or expertise, e.g. tightening or replacing shower rose, fixing broken toilet role holders, fixing loose or broken shelving used to store shampoos, soaps, and detergents, etc.

*Unplanned events or conditions may include:*

- Inability to gain access onto premises, e.g. aggressive dogs, nobody home
- Sick people in the household that don't want to be disturbed
- Sorrow business
- Broken tools or equipment
- Missing parts or materials
- A problem that is worse than originally anticipated
- Other more urgent problems noticed during the job

*Reporting may be:*

- Verbally in either first language or English
- Written in either first language or English, e.g. notes, checklists, etc.

**RANGE STATEMENT**

*Relevant others may include:*

- Elders
- House holders
- Community members
- Supervisor
- Key people
- Community council
- Other employer agencies/bodies

*Quality of work undertaken is checked may be:*

- Repairs check list
- Physical checks and tests to see if problem has been rectified, e.g. switching mains back on and observing to see if taps still leak, checking to see if sinks or drains are unblocked by observing fast running water flowing down the drain, etc.

*Organisation may be:*

- Community council
- Community clinic
- Other employer bodies/agencies

*Final inspections may be:*

- Showing work to supervisor when satisfied with the quality of work
- Asking householders or community members if there have been any further difficulties with the repair work
- Inspecting jobs as part of daily activities before notifying the employer of work completion

*Work completion notified may be:*

- Verbally in either first language or English
- Written check lists against work plans

**Unit Sector(s)**

Not Applicable