



**Australian Government**

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

# **CHCCH518B Manage property maintenance planning**

**Release: 1**

## **CHCCH518B Manage property maintenance planning**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Descriptor**

This unit describes the knowledge and skills required for the development of plans and strategies for maintenance of property assets

### **Application of the Unit**

#### **Application**

This unit may be applied in the social housing context of community services 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. Identify a framework for asset maintenance planning in a social housing context

### PERFORMANCE CRITERIA

- 1.1 Apply understanding of asset maintenance in terms of strategic asset management
- 1.2 Apply understanding of the role of asset management in the wider context of social housing
- 1.3 Identify an appropriate model for asset management which is customer focused and flexible to meet changing customer expectations and external influences
- 1.4 Apply legislative and regulatory requirements for preparing an asset maintenance plan based on key principles of asset maintenance planning
- 1.5 Identify appropriate human and IT resources to develop and document the asset management plan
- 1.6 Assess property condition according to relevant standards
- 1.7 Cost services accurately and ratify operational budgets with *relevant parties*
- 1.8 Establish planning and operating systems that enable regular monitoring of performance
- 1.9 Identify appropriate strategic and financial reporting and risk management processes

**ELEMENT****PERFORMANCE CRITERIA**

2. Estimate life cycle performance of asset components
  - 2.1 Identify *industry benchmarks* that prescribe expected performance of assets in varying conditions
  - 2.2 Identify specifications, conditions and manufacturers' requirements for asset maintenance and operation
  - 2.3 Establish user, contractual and legislative requirements for asset performance
  
3. Establish an *asset register*
  - 3.1 Identify criteria for establishing an *asset register* that meet *client* and legislative requirements
  - 3.2 Adopt cost effective procedures or methods for the collection and assessment of asset data
  - 3.3 Ensure data collected on assets is quantifiable in terms of selected criteria
  - 3.4 Maintain asset register with accurate and up to date information
  - 3.5 Produce accurate reports of asset characteristics relevant to use in the *maintenance strategy*
  
4. Specify maintenance requirements
  - 4.1 Clearly identify operational and maintenance requirements to achieve identified asset performance in accordance with operational plans
  - 4.2 Ensure maintenance requirements specify priorities, conditions, method of maintenance and/or performance requirements

**ELEMENT****PERFORMANCE CRITERIA**

5. Schedule activities
- 5.1 Schedule work allocations to maximise productivity and meet client expectations
  - 5.2 Plan service activities to minimise backtracking, travel time and staff downtime in accordance with *relevant legislation* and company policy
  - 5.3 Take into account in work allocation, specific skills, preferences and capacities of staff and licences relevant to the work being performed
  - 5.4 Enable achievement of required business targets over defined period through scheduling
  - 5.5 Schedule emergency and urgent work requirements for priority attention
6. Monitor and adjust *schedules*
- 6.1 Record changes and reasons for variations to schedule to enable adjustment of future work requirements
  - 6.2 Minimise disruption to achievement of business targets by adjustments
  - 6.3 Advise clients in advance of rescheduled work
7. Review asset performance and requirements
- 7.1 Determine and maintain methods and procedures for review of the asset management plan
  - 7.2 Ensure data on asset performance has integrity, appropriate accuracy and is recorded at time of inspection
  - 7.3 Undertake periodic review to meet client and legislative expectations for compliance and data integrity
  - 7.4 Rectify variations to condition and performance of assets to ensure property performance is not at risk

## Required Skills and Knowledge

### 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

These include knowledge of:

- Building practices in relevant property types
- Building services and operation methods and practices
- Client needs and preferences for different property types
- Industry performance benchmarks
- Maintenance procedures, including vendor specifications
- Monitoring and evaluation systems
- Relevant occupational health and safety requirements
- Relevant property and services legislation
- Standards for building equipment operation
- Understanding of the social housing context

#### *Essential skills:*

It is critical that the candidate demonstrate the ability to:

- Conduct a performance review study on a series of assets
- Prepare a maintenance plan/strategy under normal industry operating
- Undertake condition establishment and maintain an asset register

In addition, the candidate must be able 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

These include the ability to:

- Develop strategies and options based on information
- Demonstrate the application of skills in:

## REQUIRED SKILLS AND KNOWLEDGE

- financial planning
- planning and scheduling
- suitable computer application skills
- information analysis
- risk management
- Take into account, use and promote opportunities to address waste minimisation, environmental responsibility and sustainable practice issues
- Undertake decision-making against fixed and variable criteria

## 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 unit of competency:*

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Assessment of competency may be made through practical demonstration in the work environment or in a relevant simulated work environment

## EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in community services should be aware of access, equity and human rights 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 issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on 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 Aboriginal and/or Torres Strait Islander clients and communities
- Context of and specific resources for assessment:*
- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
  - Resources required for assessment include access to
    - a work environment or relevant simulated work environment where assessment can take place
- Method of assessment:*
- In cases where the learner does not have the opportunity to cover all relevant aspects of this unit in the work environment, the remainder should be assessed through realistic simulations, projects, previous relevant experience or oral questioning on 'What if?' scenarios
  - Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on Essential knowledge and skills and consideration of required attitudes
  - Where performance is not directly observed and/or is required to be demonstrated over a 'period of time' and/or in a 'number of locations', any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons



## 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.

*This unit is relevant to activity within the following social housing sectors:*

- Affordable housing
- Community housing property portfolio
- Cooperative housing
- Private properties headleased to community housing
- Properties managed by churches
- Properties managed by public and community housing with support agreements
- Public housing assets
- Short term and medium term crisis leasehold and capital properties

## RANGE STATEMENT

*This unit applies to property found in urban, semi urban and non urban environments*

*Maintenance strategy and asset maintenance plans may include life cycle maintenance of :*

- Air conditioning
- Electrical
- Emergency lighting
- Fire lighting
- Floor coverings
- Kitchen
- Laundry
- Painting
- Pests
- Plumbing
- Sanitary disposal
- Security systems
- Vertical movement
- Waste disposal
- Water heater
- Weather proofing
- Window screens

*Relevant parties may include:*

- Community housing boards
- Community housing managers
- Institutions
- Owner occupiers
- Private Funds providers
- Public housing
- Real estate agents
- Social housing tenants

*Specialised areas may include:*

- Machinery specific maintenance requirements
- Sources of maintenance support

*Asset register may include:*

- Age of property
- Condition of internal and external property assets
- Construction type
- Data on all properties the provider has maintenance responsibilities for
- Geographic location

## RANGE STATEMENT

- Asset register may be:*
- Computerised
  - Manual
- Asset performance criteria may include:*
- Age
  - Condition assessment
  - Cost
  - Depreciation
  - Downtime
  - Emergency operation and backup
  - Functionality
  - Life span
  - Maintenance requirements and cost
  - Replacement
  - Safety
  - Security
  - Service levels
- Industry benchmarks can be:*
- Community housing national standards
  - Government statistics
  - Industry reports and indices
  - Public housing asset standards
  - Published analytical reports
  - Published and reliable information from industry operators or other interested parties
  - Social housing performance registration systems
- Appropriate sources may include:*
- Industry experience
  - Local operating data
  - Manufacturers' documentation
  - Previous asset performance
- Methods of maintenance may include:*
- External private contractors
  - In-house employee services
  - Lease contractual obligations
  - Outsourcing through external contracts with arms length organisations

## RANGE STATEMENT

*Schedules may be prepared for:*

- Daily
- Weekly
- Monthly or annual timeframes

*Client may include:*

- Builder
- Building inspector
- Owner
- Property agent
- Real estate agent
- Tenant

*Relevant legislation (Federal, State and Local) and industry codes of practice cover areas including:*

- Australian Standards for construction
- Building code of Australia
- Construction
- Contracts
- Environment
- Financial transactions
- Land use
- Native title
- Property Council of Australia Codes of Practice
- Safety
- Taxation
- The market sector
- Utilities use (water, gas, electricity)
- Zoning

## Unit Sector(s)

Not Applicable