



Australian Government

Department of Education, Employment and Workplace Relations

CPPDSM5021A Implement asset maintenance strategy

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to determine asset maintenance requirements and implement and review appropriate strategies to meet the needs of individual clients. It requires the ability to develop and document strategies effectively to improve the ongoing quality of maintenance.

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

Application of the unit

This unit of competency supports the work of those involved in determining asset maintenance requirements and implementing and reviewing appropriate strategies to meet the needs of individual clients.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Determine asset maintenance system requirements.	1.1 <i>Asset maintenance</i> specifications and other <i>relevant documentation</i> are obtained and analysed to establish maintenance requirements. 1.2 Risk assessment is conducted on anticipated project outcomes according to <i>legislative and organisational requirements</i> . 1.3 <i>Industry benchmarks</i> are reviewed to determine maintenance intervals and other requirements. 1.4 OHS and other applicable legislative requirements are interpreted and allowed for within parameters of project requirements.
2 Design asset maintenance strategy.	2.1 <i>Maintenance strategy</i> is designed that details a range of activities that accurately reflect <i>client</i> , legislative and organisational requirements. 2.2 Reliable <i>maintenance methods</i> are used according to organisational requirements, making efficient use of time and resources. 2.3 Contract specifications for maintenance services are developed and incorporated into tender documents according to legislative and organisational requirements. 2.4 Client <i>safety and security requirements</i> are incorporated into maintenance strategy according to legislative and organisational requirements. 2.5 Situations requiring <i>specialist advice</i> are identified and assistance is sought as required according to organisational requirements.
3 Estimate resource requirements.	3.1 Viability to provide required maintenance services is assessed against maintenance specifications and organisational operational capacity. 3.2 Financial, physical and human <i>resources</i> to support maintenance requirements are determined and arranged according to organisational requirements. 3.3 Organisational rate schedules and conditions are applied to established costings where appropriate according to organisational requirements. 3.4 Factors that may affect capacity to meet project requirements are identified through risk analysis and accounted for in resource estimates. 3.5 Availability of resources is negotiated and confirmed with relevant people according to organisational requirements.

ELEMENT	PERFORMANCE CRITERIA
4 Review and evaluate asset maintenance strategy.	<p>3.6 Information is reviewed to ensure an accurate and detailed budget is prepared according to organisational requirements.</p> <p>4.1 Maintenance strategy is reviewed and evaluated in consultation with client and <i>relevant people</i> using appropriate <i>communication strategies</i>.</p> <p>4.2 Systematic review processes and established evaluation methods are identified and used to evaluate strategy processes and outcomes.</p> <p>4.3 <i>Evaluation</i> results are prepared in required format, style and structure and presented to relevant people within agreed timeframes.</p> <p>4.4 Recommendations for improvement of strategy are presented to relevant people according to organisational procedures.</p> <p>4.5 <i>Business equipment and technology</i> are used to securely maintain documentation according to legislative and organisational procedures.</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills:

- analytical skills to interpret and evaluate documentation, assess risks and estimate costings and budget needs
- communication skills to negotiate and consult with relevant people
- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- literacy skills to interpret written and oral information
- organisational skills to schedule and meet time lines and client requirements and to plan maintenance requirements and resource use
- research and evaluation skills to source asset maintenance information and resource requirements and to review and evaluate strategy
- technical skills to schedule tasks and report outcomes.

REQUIRED SKILLS AND KNOWLEDGE

Required knowledge and understanding:

- basic knowledge of property contracts and administrative requirements
- building codes and relevant Australian standards
- building construction practice
- building control legislation
- common hazards to public and personal safety associated with particular types of maintenance work in buildings
- industry benchmarks for maintenance procedures
- limitations of work role, responsibility and professional abilities
- OHS issues and requirements
- organisational and professional procedures, ethical practices and business standards
- relevant building service, trades and operation for maintenance operations
- relevant federal and state or territory legislation and local government regulations related to:
 - anti-discrimination
 - consumer protection
 - environmental issues
 - equal employment opportunity (EEO)
 - financial probity
 - franchise and business structures
 - industrial relations
 - OHS
 - privacy
 - property sales, leasing and management.

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.

Overview of assessment This unit of competency could be assessed through practical demonstration of determining asset maintenance requirements and implementing and reviewing appropriate strategies to meet the needs of individual clients. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of

competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.

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

A person who demonstrates competency in this unit must be able to provide evidence of:

- designing a maintenance strategy that includes procedures to select maintenance contractors and ensure the safety and security of clients and others
- determining maintenance system requirements and intervals using industry benchmarks and OHS considerations
- determining asset maintenance requirements and implementing and reviewing appropriate strategies to meet the needs of individual clients
- knowledge of organisation's practices, ethical standards and legislative requirements associated with preparing a detailed budget, including a risk analysis and estimate of resource requirements
- reviewing and evaluating an asset maintenance strategy and presenting the results.

Context of and specific resources for assessment

Resource implications for assessment include:

- a registered provider of assessment services
- assessment materials and tools
- candidate special requirements
- competency standards
- cost and time considerations
- suitable assessment venue and equipment
- workplace documentation.

Where applicable, physical resources should include equipment modified for people with disabilities.

Access must be provided to appropriate learning and/or assessment support when required.

Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.

Validity and sufficiency of evidence require that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace

- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases activity and must include evidence relating to each of the where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

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. ***Bold italicised*** wording in the performance criteria is detailed below. 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.

- Assets*** may be static or dynamic and may include:
- buildings
 - business and marketing contracts
 - equipment
 - furniture
 - goodwill
 - land
 - facilities
 - vehicles.
- Maintenance*** may include:
- backups
 - changing user codes
 - confirmation of operational effectiveness
 - identification and replacement of worn parts
 - inspection, lubrication, cleaning and adjustments
 - routine repairs.
- Relevant documentation*** may include:
- certification, including inspection certificates
 - costings, receipts and invoices
 - logs of equipment and system problems or faults
 - operational checks and maintenance conducted
 - parts and components replaced and materials used
 - planning permits
 - property leases, plans or contracts
 - recommendations for repairs
 - service and maintenance records
 - testing and commissioning results
 - warranty conditions and allowances.
- Legislative requirements*** may be outlined and reflected in:
- Australian standards, and quality assurance and certification requirements
 - award and enterprise agreements
 - codes of practice covering the market sector and industry, financial transactions, taxation, environment, construction, land use, native title, zoning, utilities use (water, gas and electricity), and contract or common law

- environmental and zoning laws affecting access security, access and property use
- general duty of care to clients
- home building requirements
- local regulations and by-laws
- relevant federal, and state or territory legislation that affects organisational operation, including:
 - anti-discrimination and diversity
 - environmental issues
 - EEO
 - industrial relations
 - OHS
- relevant privacy laws
- strata, community and company titles
- tenancy agreements
- trade practices laws and guidelines.

Organisational requirements may be outlined and reflected in:

- access and equity principles and practice guidelines
- business and performance plans
- complaint and dispute resolution procedures
- goals, objectives, plans, systems and processes
- legal and ethical requirements and codes of practice
- mission statements and strategic plans
- OHS policies, procedures and programs
- policies and procedures in relation to client service
- quality and continuous improvement processes and standards
- quality assurance and procedure manuals.

Industry benchmarks may include:

- discounted cash flow
- employment rates
- industry association performance index
- inflation rate
- internal rate of return
- life cycle costing
- published vacancy factors
- tenancy mix.

Maintenance strategy may include:

- cleaning
- electrical
- emergency lighting
- evacuation
- fire lighting
- garden
- housekeeping

- painting
 - pests
 - plumbing
 - sanitary disposal
 - security
 - vertical movement
 - waste disposal
 - weather proofing.
- Clients*** may include:
- building supervisors
 - government and legal instruments or agencies
 - institutions
 - insurers
 - internal and external property groups
 - legal advisers
 - private investors
 - property agents and property owners
 - risk assessors
 - tenants.
- Maintenance methods*** may include:
- internal employee services
 - lease contractual obligations
 - outsourcing of external contracts with arms length organisations.
- Safety and security requirements*** may be satisfied through:
- adherence to OHS policies and procedures for the containment of:
 - emergency situations, including fire, flood, bomb threats, suicide attempts or other actions likely to lead to property or bodily threat
 - potential health and safety hazards, such as physical, mechanical or chemical agents already in the work environment, or brought to the environment, or created as a by-product of work done on the site.
- Specialist advice*** may be sought from:
- architects
 - bankers and financiers
 - builders
 - government officials
 - investment consultants
 - members of industry associations
 - planners
 - real estate agents
 - solicitors
 - subcontractors
 - technical experts.

- Resources** may relate to:
- materials
 - personnel
 - tools and equipment
 - training
 - transport.
- Relevant people** may include:
- agents
 - clients
 - engineers and technicians
 - government personnel
 - installers
 - legal representatives
 - management and colleagues
 - members of industry associations
 - property owners
 - site personnel
 - subcontractors
 - technical experts
 - tenants
 - tradespeople.
- Communication strategies** may include:
- active listening
 - clear presentation of options
 - consultation methods
 - culturally inclusive and sensitive engagement techniques
 - questioning to clarify and confirm understanding
 - seeking feedback
 - two-way interaction
 - using language and concepts appropriate to cultural differences
 - verbal or non-verbal language.
- Evaluation** methods could be qualitative or quantitative and may include:
- checklists
 - cost data analysis
 - expert and peer review
 - interviews
 - observation
 - questionnaires
 - review of quality assurance data.
- Business equipment and technology** may include:
- data storage devices
 - email
 - facsimile machines
 - internet, extranet and intranet
 - photocopiers

- printers
- scanners
- software applications, such as databases and word applications
- work computers.

Unit Sector(s)

Unit sector Property development, sales and management

Competency field

Competency field Property operations and development