



**Australian Government**

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

# **ICTWOR3093A Manage spare parts**

**Release: 1**

## ICTWOR3093A Manage spare parts

### Modification History

Not Applicable

### Unit Descriptor

<b>Unit descriptor</b>	<p>This unit describes the performance outcomes, skills and knowledge required to manage spare parts in all areas of telecommunications and includes maintenance of a database, stock control and dispatch.</p> <p>Licensing is applicable to this unit in instances where it is necessary to operate a forklift. Each state and territory has a different licensing body and different legislative, regulatory or certification requirements may also apply. Users should confirm requirements with the relevant federal, state or territory authority.</p>
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### Application of the Unit

<b>Application of the unit</b>	<p>Support staff with store and warehouse duties who are required to manage spare parts from all areas of telecommunications, including switching and transmission exchange equipment, customer equipment, radio and cellular equipment apply the knowledge and skills in this unit.</p>
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### Licensing/Regulatory Information

Refer to Unit Descriptor

### Pre-Requisites

<b>Prerequisite units</b>		

<b>Prerequisite units</b>		

## Employability Skills Information

<b>Employability skills</b>	This unit contains employability skills.
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## Elements and Performance Criteria Pre-Content

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

ELEMENT	PERFORMANCE CRITERIA
1. Manage the receipt and dispatch of spare parts	1.1. Obtain <b>relevant legislation, codes, regulations and standards</b> and follow occupational health and safety ( <b>OHS</b> ) and <b>environmental requirements</b> for the given work 1.2. Identify <b>hazards</b> and make worksite safe according to relevant safety legislation and company work practices and use <b>personal protective equipment</b> 1.3. Unload, unpack and store incoming <b>spare parts</b> using <b>appropriate methods</b> and enterprise procedures, and check off delivered items on documentation 1.4. Package, label and relocate outgoing spare parts ready for dispatch using enterprise procedures 1.5. Update parts database to reflect current spare parts movements and holdings, following each dispatch or delivery and complete any other administrative task required by the enterprise
2. Store spare parts	2.1. Label spare parts using appropriate <b>identification scheme</b> and place in predefined <b>storage locations</b> 2.2. Observe <b>anti-static precautions</b> when handling equipment susceptible to damage by electrostatic discharge 2.3. Display, maintain and update material safety data sheets (MSDS) on site
3. Manage stock flow	3.1. Action spare parts requests by checking the database for availability and location and organise the dispatch 3.2. Monitor the levels of spare parts stock by examining database reports against enterprise usage and replenishing stock when necessary 3.3. Investigate and keep records of alternative suppliers of spare parts to minimise the impact of availability and cost issues with regular suppliers 3.4. Monitor spare <b>parts with limited shelf life</b> and dispose of and replace when necessary 3.5. <b>Audit</b> spare parts holdings for a ready supply of items to minimise disruptions to job completions 3.6. Update database from appropriate <b>documentation</b> each time a store's transaction occurs to maintain the validity of the data

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

- communications skills to efficiently deal with employees, customers, contractors and suppliers
- learning skills to pro-actively keep up to date with materials handling and storage identification techniques
- literacy skills read basic technical data and maintain electronic data base
- numeracy skills to estimate costs, depreciation, and undertake stocktake
- organisational skills to efficiently lay out a spare parts store
- planning and organisational skills to:
  - improve systems and procedures
  - prioritise and organise own work
- research skills to source alternate parts supplies

#### Required knowledge

- computer and database operation
- handling of:
  - chemicals and dangerous materials
  - sensitive electronic equipment using anti static procedures and safeguards
- modern storage practices and identification of parts location
- OHS procedures
- service level agreements
- stocktake and audit of spare parts holdings
- telecommunications components and assemblies

## Evidence Guide

<b>EVIDENCE GUIDE</b>	
<p>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.</p>	
<b>Overview of assessment</b>	
<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> <li>• apply spare parts management procedures</li> <li>• arrange for efficient storage of spare parts</li> <li>• order spare parts</li> <li>• research alternative parts replacements</li> <li>• update spare parts management database.</li> </ul>
<b>Context of, and specific resources for assessment</b>	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> <li>• site where work may be conducted</li> <li>• use of equipment currently used in industry</li> <li>• database, relevant regulatory, organisational procedures, documentation and equipment documentation that impact on work.</li> </ul>
<b>Methods of assessment</b>	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> <li>• direct observation of the candidate receiving, storing and dispatching parts</li> <li>• review of an oral and written report with completed documentation</li> <li>• direct observation of the candidate managing spare parts database.</li> </ul>
<b>Guidance information for assessment</b>	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> <li>• ICTWOR3028A Organise resources</li> <li>• ICTWOR3035A Organise material supply.</li> </ul> <p>Aboriginal people and other people from a non-English speaking background may have second language issues.</p> <p>Access must be provided to appropriate learning and</p>

**EVIDENCE GUIDE**

	<p>assessment support when required.</p> <p>Assessment processes and techniques must be culturally appropriate, and appropriate to the oral communication skill level, and language and literacy capacity of the candidate and the work being performed.</p> <p>In all cases where practical assessment is used it will be combined with targeted questioning to assess required knowledge. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency.</p> <p>Where applicable, physical resources should include equipment modified for people with special needs.</p>
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**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, if used in the performance criteria, is detailed below. 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) may also be included.

***Relevant legislation, codes, regulations and standards*** may include:

- appropriate licensing
- AS/ACIF standards and codes
- AS/NZ standards
- Australian building codes and regulations
- compliance with appropriate Australian Communications and Media Authority (ACMA) technical standard requirements for underground, aerial, Category 5 or Category 6, 6A, 7 or 7A and unshielded twisted pair (UTP)
- Environmental Protection Acts
- fire regulations
- heritage legislation

<b>RANGE STATEMENT</b>	
	<ul style="list-style-type: none"> <li>• noise abatement</li> <li>• OHS</li> <li>• WorkSafe Australia standards and codes of practice</li> <li>• Trade Practices Act.</li> </ul>
<i><b>OHS and environmental requirements</b></i> may include:	<ul style="list-style-type: none"> <li>• disposal of hazardous liquids</li> <li>• earmuffs</li> <li>• flashing lights</li> <li>• gas and other hazard detection equipment</li> <li>• gloves: <ul style="list-style-type: none"> <li>• leather</li> <li>• plastic</li> <li>• rubber</li> </ul> </li> <li>• head protection</li> <li>• kneepads</li> <li>• masks</li> <li>• MSDS</li> <li>• materials</li> <li>• oil spills</li> <li>• personal protective clothing: <ul style="list-style-type: none"> <li>• protective suits</li> </ul> </li> <li>• safe working practices such as the safe use and handling of: <ul style="list-style-type: none"> <li>• asbestos</li> <li>• chemicals</li> <li>• dangerous goods</li> <li>• hazardous substances</li> </ul> </li> <li>• safety barriers</li> <li>• safety boots</li> <li>• safety equipment</li> <li>• safety glasses for laser work</li> <li>• special access requirements</li> <li>• suitable light and ventilation</li> <li>• tools and equipment</li> <li>• trench guards</li> <li>• warning signs and tapes</li> <li>• witches hats</li> <li>• work platforms.</li> </ul>
<i><b>Hazards</b></i> may include:	<ul style="list-style-type: none"> <li>• glass fibres</li> <li>• high voltages (HV) at electrical distribution</li> </ul>



<b>RANGE STATEMENT</b>	
	substation <ul style="list-style-type: none"> <li>• manual handling</li> <li>• natural gas and other gas build up</li> <li>• needle stick injury</li> <li>• optical fibre cables may contain hazardous light</li> <li>• radio frequency equipment emitting electromagnetic radiation.</li> </ul>
<i>Personal protective equipment</i> may include:	<ul style="list-style-type: none"> <li>• earmuffs</li> <li>• electrical isolators</li> <li>• gas detectors</li> <li>• gloves :               <ul style="list-style-type: none"> <li>• leather</li> <li>• plastic</li> <li>• rubber</li> </ul> </li> <li>• head protection</li> <li>• kneepads</li> <li>• masks</li> <li>• personal protective clothing:               <ul style="list-style-type: none"> <li>• protective suits</li> <li>• safety boots</li> <li>• safety glasses.</li> </ul> </li> </ul>
<i>Spare parts</i> may include:	<ul style="list-style-type: none"> <li>• antennas</li> <li>• assemblies</li> <li>• batteries</li> <li>• cable</li> <li>• circuit cards</li> <li>• components</li> <li>• connectors</li> <li>• filters</li> <li>• module</li> <li>• panels</li> <li>• power equipment</li> <li>• software</li> <li>• sub racks</li> <li>• systems</li> <li>• tools</li> <li>• unit</li> <li>• wiring harnesses.</li> </ul>

<b>RANGE STATEMENT</b>	
<b><i>Appropriate methods</i></b> may include:	<ul style="list-style-type: none"> <li>• forklift</li> <li>• hoists</li> <li>• lifts</li> <li>• manual lifting and carrying</li> <li>• other mechanical lifting aids.</li> </ul>
<b><i>Identification scheme</i></b> may include:	<ul style="list-style-type: none"> <li>• adhesive labels</li> <li>• bar code</li> <li>• enterprise part numbers</li> <li>• radio frequency identification (RFID) tagging.</li> </ul>
<b><i>Storage locations</i></b> may include:	<ul style="list-style-type: none"> <li>• bins</li> <li>• carousels</li> <li>• floor area</li> <li>• racks</li> <li>• shelves.</li> </ul>
<b><i>Antistatic precautions</i></b> may include:	<ul style="list-style-type: none"> <li>• anti static bags</li> <li>• anti static heel strap</li> <li>• anti static work mat</li> <li>• anti static wrist strap</li> <li>• controlled climate.</li> </ul>
<b><i>Parts with limited shelf life</i></b> may include:	<ul style="list-style-type: none"> <li>• batteries</li> <li>• cleaning fluids</li> <li>• magnetic disks</li> <li>• magnetic tapes.</li> </ul>
<b><i>Audit</i></b> may include:	<ul style="list-style-type: none"> <li>• full stocktake</li> <li>• spot check.</li> </ul>
<b><i>Documentation</i></b> may include:	<ul style="list-style-type: none"> <li>• insurance details</li> <li>• invoice</li> <li>• purchase order</li> <li>• spare parts database</li> <li>• stock take records</li> <li>• supplier database</li> <li>• warranty details.</li> </ul>

## Unit Sector(s)

<b>Unit sector</b>	Telecommunications
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## Co-requisite units

<b>Co-requisite units</b>		

## Competency field

<b>Competency field</b>	Workplace effectiveness
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