



Australian Government

Department of Education, Employment and Workplace Relations

MEM20003A Install and upgrade locks and hardware

Release: 1

MEM20003A Install and upgrade locks and hardware

Modification History

Not Applicable

Unit Descriptor

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| Unit descriptor | This unit covers installing and upgrading locks/locking systems and lock furniture, including providing advice on installation and upgrade requirements and instructing clients on the use of the product. |
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Application of the Unit

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| Application of the unit | <p>This unit applies across commercial, industrial and domestic applications. It requires the ability to plan and administer the installation process from start to completion. Work would be carried out mainly off-site, and to organisational, industry and legislative requirements.</p> <p>Fitting of door control devices is covered in Unit MEM20005A (Install and maintain door control devices/systems)</p> <p>Band: A</p> <p>Unit Weight: 4</p> |
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

| Prerequisite units | | |
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| Path 1 | MEM18001C | Use hand tools |
| | MEM18002B | Use power tools/hand held operations |

Employability Skills Information

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| Employability skills | This unit contains employability skills. |
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Elements and Performance Criteria Pre-Content

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| 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 |
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| 1. Establish installation and upgrade requirements | <p>1.1. Customer requirements and work order/instructions are identified and clarified with appropriate person/s as required in accordance with organisational requirements.</p> <p>1.2. Customer is advised of products, product options and possible upgrade options in accordance with organisational and customer requirements.</p> <p>1.3. Installation procedure is established in accordance with work order and with minimal disruption to customer, services or normal work routines.</p> |
| 2. Organise and prepare installation | <p>2.1. Appropriate and serviceable tools, equipment, and materials are selected and obtained in accordance with organisational requirements, procedures and fitting instructions.</p> <p>2.2. A safe work site is established and maintained in accordance with OHS, legislative and organisational requirements.</p> <p>2.3. Suitable safety and personal protective equipment is selected and used in accordance with OHS, legislative and organisational requirements.</p> <p>2.4. Access to site and specific site requirements are established, and appropriate arrangements made in accordance with client and organisational requirements.</p> |
| 3. Install and upgrade locks and hardware | <p>3.1. Installation location is prepared, measured and marked out as appropriate.</p> <p>3.2. Locks and hardware are fitted in accordance with manufacturer specifications and organisational requirements.</p> <p>3.3. Lock and hardware function is checked for correct functioning and operational problems are rectified.</p> <p>3.4. Work is carried out using safe work procedures and practices and in accordance with applicable legislation, codes, regulations and standards.</p> <p>3.5. Problems affecting the installation are identified and variations to installation are discussed and resolved with appropriate persons.</p> |
| 4. Complete the installation | <p>4.1. Work site is cleaned and left in presentable condition in accordance with original presentation, client requirements, industry standards and organisational requirements.</p> |

| ELEMENT | PERFORMANCE CRITERIA |
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| | <p>4.2. Final inspections are undertaken to ensure installation conforms with industry, legislative and order requirements.</p> <p>4.3. Client is notified of job completion and client acceptance is obtained in accordance with organisational procedures.</p> <p>4.4. Client is instructed on use of product in accordance with organisational requirements and manufacturer specifications.</p> <p>4.5. Relevant documentation is accurately completed and processed in accordance with industry, legislative and organisational requirements.</p> |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

Look for evidence that confirms skills in:

- measuring and marking out with tape measures, rules, squares and templates
- identify existing fixtures and fittings (if any) including type and quality of construction
- establishing customer requirements such as location, product type/colour/function, compatibility with existing hardware
- communicating product information
- interpreting fitting instructions/templates/terminology
- planning stages/steps for installation or upgrade and suitable timeframe for installation
- checking tools for serviceability
- selecting appropriate tools for the type of products, materials and conditions
- identifying and assessing hazards
- using safety and personal protective equipment
- safely using tools and equipment
- drilling, filing, fixing
- applying safe work practices
- assessing the potential for unforeseen problems and incidents to affect the installation

REQUIRED SKILLS AND KNOWLEDGE

- testing and confirming function of locks and hardware
- completing and processing documentation

Required knowledge

Look for evidence that confirms knowledge of:

- utility and application of locks/hardware/accessories
- fixtures (doors, frames, windows etc.) and their type of construction, such as foam fill, hollow, clad, steel, aluminium and other materials
- types and functions of locks, hardware and accessories to suit different fixtures and materials
- factors for determining customer requirements
- factors affecting suitable options including intended use, cost, compatibility with existing hardware
- installation procedures for locks/hardware/accessories
- terminology relating to lock products and installation
- tools and equipment for installing locks, hardware and lock furniture
- use of specialised tools, such as morticers, routers, jigs, cherry centre
- materials, parts and components for installation of locks and lock furniture
- hazards and risks to installer, client and public
- applicable legislation, local regulations
- safety and emergency measures and safe work practices to avoid or minimise potential and actual hazards
- individual responsibilities and duty of care
- types and uses of personal protective equipment
- access and installation factors, such as site safety issues, night access, disruption to client work routines, installation environment, building codes
- procedures for measuring and marking lock and lock furniture positions
- installation procedures for locks and lock furniture
- effects of incorrect installation
- common installation problems
- troubleshooting and lock testing methods
- potential installation problems and incidents, including breakdowns, environmental, physical, time and cost restrictions, product supply problems
- strategies for resolving problems and incidents
- procedures and industry standards for site clean-up
- organisational requirements for final inspection
- organisational requirements for client acceptance
- manufacturer specifications, uses, limitations and warranties for relevant product/s
- procedures to complete and process relevant documentation, including installation details, costings, materials used, records of faults and damage, installation problems and factors, testing and inspection results

REQUIRED SKILLS AND KNOWLEDGE

- environmentally safe disposal procedures for packaging and other waste
- procedures for client notification and acceptance of job completion

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, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

A person who demonstrates competency in this unit must be able to install and upgrade locks and hardware. Competency in this unit cannot be claimed until all prerequisites have been satisfied.

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

Assessors must be satisfied that the candidate can competently and consistently perform all elements of the unit as specified by the criteria, including required knowledge, and be capable of applying the competency in new and different situations and contexts.

Context of and specific resources for assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

This unit could be assessed in conjunction with any other units addressing the safety, quality, communication, materials handling, recording and reporting associated with installing and upgrading locks and hardware, or other units requiring the exercise of the skills and knowledge covered by this unit.

Method of assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

EVIDENCE GUIDE**Guidance information for assessment****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.

Customer requirements

May relate to product type, function and capabilities, access issues, installation locations and positions, upgrade information, service and maintenance requirements, product operation and warranty information, costings

Work order/instructions

Schedules, timeframes, access and site information, products, installation and upgrade requirements, specific client requests, materials, costings, warranties and service information, legislation, codes and regulatory requirements, OHS factors and requirements

Organisational requirements

Quality assurance standards and procedures, service standards, safety and OHS practices and obligations, resource storage and use, organisational processes and procedures, documentation processes, product and process training

Tools, equipment and other materials

Hand tools, power tools and accessories, fixing tools, special-purpose equipment, lubricants, adhesives and sealants, cleaning materials, wire and cable, vacuum, door&window and frame materials e.g. aluminium, timber, MDF

Safety and personal protective equipment

Night hats, signs, barriers, masks/goggles/safety glasses, earmuffs/plugs, vests, hard hats, gloves, knee pads, safety boots, warning signs and tapes,

| RANGE STATEMENT | |
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| | fire extinguisher, first aid kit |
| Locks and hardware | Cylinder nightlatches and deadlocks, lever and cylinder mortice locks, tubular deadbolts, key in knob, key in lever, tie bolts, door control devices, exit devices, lockable bolts, peep holes, window locks |
| Safe work procedures and practices | Risk identification and assessment, non compliance with building codes and regulations, safety practices and regulations, safe use of tools and equipment, individual responsibilities and obligations, safety training and procedures, emergency and first aid procedures, working in confined spaces, use of personal protective equipment, industry standards and codes of practice, dust and fibres in relation to MDF and possible asbestos |
| Legislation, codes, regulations and standards | Industry licensing, industry codes of practice, privacy laws, Australian standards, building codes and those of other regulatory bodies, quality assurance, organisational standards and practices, awards and enterprise agreements, competition, trade and consumer protection laws |

Unit Sector(s)

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| Unit sector | |
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Co-requisite units

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| Co-requisite units | | |
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Competency field

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| Competency field | Locksmithing |
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