Australian Government

Department of Education, Employment and Workplace Relations

PRSTS307A Maintain and service security equipment/system

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This competency standard covers the skills and knowledge required to carry out routine servicing and repairs of a range of security equipment, systems, plant and equipment. It requires the ability to identify maintenance requirements, follow correct procedures, use safe and efficient work practices, maintain a hazard-free work area, accurately document and maintain information systems. This work applies in extra low voltage as defined through the Australian Standards As 2201 (1986) environments and would be carried out under routine supervision within organisational guidelines.
Functional Area: Core, Technical Security
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Functional Area: Core, Technical Security

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

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Element	Performance Criteria
1 Prepare for maintenance	1.1 Maintenance requirements of security equipment / systems are confirmed against work order
	1.2 Types of security equipment / systems to be inspected, serviced and / or repaired are identified and checked against work order
	1.3 Tools, equipment and materials are selected appropriate to job requirements and checked for operational effectiveness in accordance with manufacturer's specifications
	1.4 Faulty or unsafe tools are identified and segregated for repair or replacement in accordance with organisational procedures
	1.5 Potential and existing risks and hazards associated with maintenance activities are identified and controlled in accordance with OHS policies and procedures and organisational requirements
	1.6 Suitable personal protective equipment is selected, used and maintained in accordance with OHS and organisational requirements
2 Carry out service and repair of security equipment / systems	2.1 All work is conducted using safe operating practices in accordance with OHS, legislative and organisational requirements
	2.2 Security equipment / systems identified for maintenance are accessed with minimal disruption to client, services or normal work routines
	2.3 Inspections and checks are conducted to identify any damage, obstruction or component wear in accordance with manufacturer's specifications and OHS requirements
	2.4 Security equipment / systems are serviced and

		repaired in accordance with manufacturer's specifications, work order and OHS requirements
		2.5 Complex faults or repair requirements outside area of responsibility or competence are reported to appropriate person(s) for specialist advice in accordance with organisational procedures
3	Complete maintenance activities	3.1 Serviced and / or repaired security equipment / systems are checked and confirmed for correct operation and serviceability in accordance with manufacturer's specifications and OHS requirements
		3.2 Relevant documentation is promptly and accurately completed and processed in accordance with industry, legislative and organisational requirements
		3.3 Work area, tools and equipment are cleaned and stored in accordance with OHS and organisational requirements
		3.4 Malfunctions, faults, wear or damage to tools is reported for repair or replacement in accordance with organisational policy and procedures
		3.5 Waste from service and repair activities is collected, treated and disposed or recycled in accordance with organisational and environmental requirements

Required Skills and Knowledge

Not applicable.

Evidence Guide

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to maintain and service security equipment and systems. Assessment of performance should be over a period of time covering all categories within the Range of Variables statements that are applicable in the learning environment.

What critical aspects are required for evidence of competency?

Clearly identify maintenance requirements of security equipment/systems and organise appropriate tools, equipment and materials to carry out work.

Follow safe and efficient work practices in the use of tools and equipment and accurately identify and manage risks and hazards to maintenance work and work areas.

Access security equipment/systems and methodically carry out maintenance procedures appropriate to the security equipment or system with minimal disruption to client, services or normal work routines.

Clean and store tools and equipment, reinstate work area in a clear and safe condition, and update and submit all required documentation in an accurate and prompt manner.

What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

types, functions and specifications of security equipment/systems and plant and equipment
operational principles of security equipment/systems
security equipment/system maintenance requirements
spare parts availability and supply
equipment calibration requirements
maintenance schedules
technical terms
common security equipment/system faults
tests to confirm equipment/system operation
building construction methods and types
electrical concepts
cable identification and handling requirements
earthing systems arrangements and requirements
confined space procedures.

What specific skills are needed to achieve the performance criteria?

To achieve the performance criteria, some specific skills are required. These include the ability to:

read and interpret specifications, charts and diagrams
communicate in a clear and concise manner
use appropriate testing tools and equipment
use appropriate maintenance equipment
service and repair security equipment/systems and plant and equipment
test security equipment/systems
read and interpret a multimeter
identify faults
identify and correctly handle cables
work in confined spaces

methodically prioritise and organise work tasks
solve routine problems
estimate resource requirements
apply safe and efficient work practices
prepare orders, invoices and supply requisitions.

What resources may be required for assessment?

Access to a suitable venue and equipment.
Access to plain English version of relevant statutes and procedures.
Assignment instructions, work plans and schedules, policy documents and duty statements.
Assessment instruments, including personal planner and assessment record book.
Access to a registered provider of assessment services.

What is required to achieve consistency of performance?

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.
Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

Assessment against this unit may involve the following:

Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and range of variables statement that make up the unit.
Continuous assessment in the workplace, taking into account the range of variables affecting performance.
Self-assessment on the same terms as those described above.
Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.
Information below highlights how these processes are applied in this competency standard.

1 - perform the process
2 - perform and administer the process
3 - perform, administer and design the process

How can **communication of ideas and information** be applied? (**2**)

Maintenance requirements of security equipment/systems may be clarified with relevant persons

How can **information be collected**, **analysed and organised**? (**2**)

Results of conducted inspections and checks may be accurately documented and organised in reports for review.

How are **activities planned and organised**? (**2**)

Access to security equipment/systems may be organised with minimal disruption to client, services or normal work routines.

How can **team work** be applied? (**2**)

Team work may be applied in methods and procedures to complete maintenance tasks within designated timeframes.

How can the use of **mathematical ideas and techniques** be applied? (**2**)

Mathematical techniques may be used to accurately estimate resource requirements and prioritise work tasks

How can **problem solving skills** be applied?(**2**)

Complex faults or repair requirements may be accurately identified and promptly reported for specialist advice.

How can the **use of technology** be applied? (**2**)

Technology may be used to communicate, source and record information. It may also be used to carry out testing activities.

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Range Statement

The Range of Variables provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Maintenance may include:
inspections, lubrication, cleaning and adjustments
routine repairs
identification and replacement of worn parts
confirmation of operational effectiveness
back-ups
changing user codes.

Security equipment and systems may include:
detection devices, audible/visual warning devices
cameras, monitors and control equipment
control panels, intercoms
wireless equipment, car alarms
electronic readers, electronic recognition controls
locks and locking systems
grills, lighting, boom gates, turnstiles
bank pop-up screens
smoke detection devices
electric/mechanical fire safety and fire locking systems
power supplies, batteries
security doors and door controls.

Security systems may be:
electronic
mechanical
computerised
procedural.

Equipment may include:
personal protective equipment
electronic instruments and equipment
diagnostics and testing equipment
installation tools and equipment
staple guns, ladders, cherrypickers
generators, extension cords, torches and lighting
mobile phones and communications equipment
cameras, computers
motor vehicles.

Security systems may be:
electronic
mechanical
computerised
procedural.

Work order information may include:
work schedules and completion dates

job requirements and tasks
specific client requirements
access to site and specific site requirements
resource requirements
OHS requirements
compliance with relevant legislation
budget allocations
warranties and service information.

Tools and equipment may include:
compute, software, back-up disks
test equipment (multimeter)
hand tools, fixing tools, crimp tools, IDC tools
strippers, router, file, drill, power saw
lockpick, pick gun, followers
glass break tester, spirit level
soldering iron, welder
ladder, hoist, drop sheet, batteries
personal protective equipment
communications equipment.

Materials may include:
resistors, parts and components
wire and cable, fixings, solder, insulation tape
springs, pins, oil, silicon, grease
glass cleaner/lens cleaner
glue, paint, patch materials
sealing compound, cleaning compounds
electronic components.

Risks and hazards may include:
non-compliance with building codes and regulations
exposed electrical wiring
manual handling
chemical hazards (battery corrosion)
exposure to:
asbestos
dust
noise
live power
vermin
water
glass fibre
building debris
natural and other gas build-up.

OHS policies and procedures may relate to:
hazardous and risk assessment mechanisms
implementation of safety regulations
safety training
safety systems incorporating:
work clearance procedures

isolation procedures
gas and vapour
monitoring/testing procedures
use of protective equipment and clothing

use of codes of practice.

Organisational requirements may relate to:
legal and organisational operational policies and procedures
operations manuals, induction and training materials
insurance policy agreements
client and organisational confidentiality requirements
organisational goals, objectives, plans, systems and processes
employer and employee rights and responsibilities
own role, responsibility and delegation
quality and continuous improvement processes and standards
client service standards
defined resource parameters
OHS policies, procedures and programs
emergency and evacuation procedures
duty of care, code of conduct, code of ethics
access and equity policy, principles and practice
records and information systems and processes
communication channels and reporting procedures.

Personal protective clothing and equipment may include:
masks, safety glasses, head protection, ear muffs
safety boots, knee pads
gloves
witches hats, flashing lights
warning signs and tapes
fire extinguisher
first aid kit.

Safe operating practices may include:
working safely around electrical wiring, cables and overhead power lines
working safely around tools and equipment
hazard recognition
emergency procedures
awareness of electrical hazards
following confined spaces procedures
administering first aid .

Applicable legislation, **codes and national standards may relate to**:
compliance with Australian building codes and regulations
compliance with Australian Communications Authority (ACA) cabling standards
relevant Commonwealth/State/Territory legislation which affect organisational operation:
Occupational Health and Safety and safe work practices
environmental issues
equal employment opportunity
industrial relations
anti-discrimination and diversity

licensing arrangements
Australian Standards, quality assurance and certification requirements
relevant industry Codes of Practice
trade practices, award and enterprise agreements
privacy requirements, freedom of information.

Access may involve:
use of access code
disablement of system
removal of housing
access token, keys
phone line access, modem.

Disruptions may affect:
security
time
access
noise
use of communications equipment
business operations.

Appropriate person(s) may include:
clients
site managers
project managers
engineers and technicians
technical experts
line managers/supervisors
colleagues
regulatory personnel
security consultants.

Documentation may relate to:
work log
service/maintenance records
equipment/system problems/faults
warranty conditions and allowances
recommendations for repairs
operational checks and maintenance conducted
testing and commissioning results
parts and components replaced, materials used
costings, receipts, invoice.

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Unit Sector(s)

Not applicable.