



Australian Government

Department of Education, Employment and Workplace Relations

CHCCH419C Manage property maintenance implementation

Release: 1

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Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHCCH419B Manage property maintenance implementation	CHCCH419C Manage property maintenance implementation	ISC upgrade changes to remove references to old OHS legislation and replace with references to new WHS legislation. No change to competency outcome.

Unit Descriptor

Descriptor	This unit describes the knowledge and skills required for the process of maintaining property assets
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Application of the Unit

Application	This unit may be applied in the social housing context of community services work
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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

PERFORMANCE CRITERIA

1. Develop *maintenance procedures*

1.1 Develop maintenance procedures according to the organisation's long term asset planning strategy

1.2 Identify budget requirements to ensure funding allocation is secured

1.2 Determine requirements for a maintenance schedule by considering both cyclical and responsive maintenance requirements

1.3 Ensure adequate staff resources are available to meet maintenance schedules

1.4 Use available appropriate industry benchmarks to determine maintenance intervals and budget costs

2. Contract with *maintenance parties*

2.1 Develop maintenance specifications to reflect the requirements of the organisation's asset management plan

2.2 Prepare and distribute tender documents according to *relevant legislation* and best practice

2.3 Select maintenance contractors based on a transparent selection process

2.4 Prepare contracts to meet client and legislative requirements

ELEMENT**PERFORMANCE CRITERIA****3. Monitor maintenance performance**

- 3.1 Undertake regular reviews and inspections of maintenance to establish impact on performance of maintenance being exercised
- 3.2 Seek feedback from tenants and other *stakeholders* about contractor performance
- 3.3 Ensure maintenance is carried out in accordance with contract documentation
- 3.4 Collect reliable, accurate and up-to-date data
- 3.5 Recognise non compliance with performance requirements and act quickly to rectify position
- 3.6 Prepare reports to accurately reflect maintenance performance against benchmarks and budget requirements

4. Maintain currency of maintenance system

- 4.1 Maintain in-house maintenance systems to ensure currency of information and industry trends
- 4.2 Update *asset maintenance plan* when work is completed

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:

- Asset management plan
- Industry benchmarks for maintenance procedures
- Work health and safety (WHS) requirements
- Relevant building service, trades and operation for maintenance operations
- Relevant legislation

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Identify effective and poor maintenance within a normal industry environment
- Prepare a maintenance contract demonstrating all principles identified in the standard

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:

- Demonstrate the application of skills in:
 - business written and verbal communication
 - computer skills for data management, analysis and report writing
 - data analysis as applied to asset performance data
- Negotiate contract terms and conditions
- Take into account, use and promote opportunities to address waste minimisation, environmental responsibility and sustainable practice issues
- Prepare procedures documentation

REQUIRED SKILLS AND KNOWLEDGE

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
- Assessors should review actual work performed under normal industry operating conditions
- If this is not practicable, evidence obtained in simulated environments may be substituted

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

EVIDENCE GUIDE

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
 - computer based system which facilitates recording of trainee profiles and progress
 - typical property services plant

Method of assessment:

- In cases where the learner does not have the opportunity to cover all aspects of 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.

RANGE STATEMENT

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

- Aboriginal and/or Torres Strait Islander housing
- Affordable housing
- Community managed capital properties
- Not for profit rental housing
- Publicly owned housing
- Short and long term crisis accommodation

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

Assets may be:

- Dynamic
- Static

Stakeholders may include:

- Board of directors of not for profit managed property
- Government housing authority
- Maintenance contractors
- Property managers
- Real estate
- Support agencies
- Tenants

RANGE STATEMENT

Asset maintenance plan 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

Maintenance procedures may include:

- Contracting to private contractors
- Contracting to public maintenance services

Maintenance parties may include:

- Building trades contractors
- Cleaners
- Painters
- Security agents
- Waste collection

RANGE STATEMENT

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

- Building
- Construction
- Environment
- Financial transactions
- Land use
- Native title
- WHS
- State tenancy legislation
- Utilities use (water, gas, electricity)
- Zoning

Unit Sector(s)

Not Applicable