



Australian Government

CPPDSM3011 Monitor building facilities

Release: 1

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Modification History

Release 1.

Replaces superseded equivalent CPPDSM3011B Monitor building facilities.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to monitor building facilities to ensure that maintenance and service problems are identified and resolved, or reported where necessary. It requires the ability to identify and arrange necessary maintenance and service work and to check the results against work orders.

The unit supports workers in the property industry who are required to monitor building facilities. It applies to real estate agents, property managers, strata managers and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.

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| 1. Identify maintenance and service requirements. | 1.1. <i>Maintenance and service requirements</i> of building facilities are specified and confirmed against work order. |
| | 1.2. Work practices and timelines are confirmed. |

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| | 1.3. | Site access and specific site requirements are verified and appropriate arrangements are made. |
| | 1.4. | Communication channels and processes are confirmed. |
| 2. Monitor building facilities. | 2.1. | Building facilities are monitored against work order to ensure that designated maintenance and service tasks are completed within required timeframes. |
| | 2.2. | Maintenance and service requirements are identified and noted according to work health and safety (WHS) and organisational requirements. |
| | 2.3. | Notified breaches of building controls are reported. |
| | 2.4. | Interpersonal techniques are used to discuss issues or concerns. |
| | 2.5. | Situations requiring specialist advice are identified and assistance is sought as required. |
| 3. Arrange for routine maintenance and service. | 3.1. | Routine maintenance and service to building facilities are arranged. |
| | 3.2. | Notification of completed maintenance and service is confirmed on receipt. |
| | 3.3. | Accredited contractor inspections are arranged to confirm maintenance or service has been effectively carried out according to work order. |
| | 3.4. | Business equipment and technology are used to maintain relevant documentation. |

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill

Performance feature

Learning skills to:

- maintain current knowledge of policies and procedures for monitoring building facilities
- identify and use reliable sources of information to confirm details of routine maintenance and service requirements for building facilities.

- Numeracy skills to:
- interpret routine numerical and graphical information on maintenance and service requirements for building facilities.
- Oral communication skills to:
- ask questions to clarify procedures for sourcing expert advice and services relating to the maintenance and service of building facilities.
- Reading skills to:
- read and interpret work orders that specify maintenance and service tasks to be conducted.
- Writing skills to:
- prepare routine correspondence, including email and letters, to record and report on breaches of building controls.
- Technology skills to:
- access the internet and web pages
 - prepare and complete online forms
 - lodge electronic documents
 - search online databases in relation to maintenance of building facilities.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

- Maintenance and service requirements*** must include at least six of the following:
- changing user codes
 - confirming operational effectiveness
 - data backups
 - identifying and replacing worn parts
 - inspections, lubrication, cleaning and adjustments
 - regular services, such as waste removal, cleaning, and grounds maintenance
 - repairs, maintenance or service under warranty
 - routine repairs, maintenance or service.
- Building controls*** must include:
- access procedures
 - alarms
 - exit procedures
 - fire equipment.

Unit Mapping Information

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPDSM3011 Monitor building facilities

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Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also monitor building facilities to ensure that maintenance and service problems are identified and resolved, or reported where necessary.

The person must demonstrate this performance by identifying and arranging the maintenance and service requirements for two different buildings, and monitoring these arrangements to ensure that designated maintenance and service tasks are completed within required timeframes.

In doing the above, the person must:

- verify maintenance and service requirements for building facilities against work order and consult with relevant people to arrange access to building facilities
- monitor building facilities to ensure completion of designated maintenance and service tasks within required timeframes
- arrange accredited contractor inspection
- use business equipment and technology to maintain associated documentation.

Knowledge Evidence

A person demonstrating competency in this unit must demonstrate knowledge of:

- building facilities' maintenance and service requirements
- common hazards to public and personal safety associated with particular types of maintenance work in buildings
- key features of property contracts and administrative requirements
- key requirements of federal, state or territory legislation, codes, standards and local government regulations relating to monitoring building facilities, including:
 - building and construction
 - property leasing and management
 - work health and safety (WHS)
- limitations of own work role, responsibilities and professional abilities
- points of contact with emergency service agencies.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
 - computer system to access online information concerning maintenance and service requirements for building facilities
- specifications:
 - building facilities' service and maintenance requirements and/or work order
 - procedures for building function checks
 - relevant legislation, codes, standards and local government regulations relating to workplace safety in the property industry
- relationship with team members and supervisor:
 - member of a work team in a property industry context.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the *Standards for Registered Training Organisations* (RTOs) current at the time of assessment.

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