



Australian Government

CPPDSM4044 Coordinate maintenance and repair of properties and facilities

Release: 1

CPPDSM4044 Coordinate maintenance and repair of properties and facilities

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4044A Coordinate maintenance and repair of properties and facilities.

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

Application

This unit of competency specifies the outcomes required to plan and coordinate the repair, maintenance and modification of properties and facilities. It requires the ability to plan and document work activities effectively, coordinate and monitor subcontractors, and check and report the results of work performed.

The unit supports workers in the property industry who are involved in planning and coordinating the maintenance and repair of properties and 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. Plan repair or | 1.1. <i>Repair or maintenance requirements</i> are confirmed. |
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| maintenance operation. | 1.2. <i>Site access and specific site requirements</i> are identified and appropriate arrangements are made. |
| | 1.3. Work order is prepared and contingencies are planned to ensure client and organisational requirements are met in an efficient and effective manner. |
| | 1.4. Safety and security requirements are recognised and implemented. |
| | 1.5. Communication channels and processes are established. |
| 2. Coordinate repair or maintenance operation. | 2.1. Repair or maintenance operation is monitored against work schedules to ensure completion within designated timeframes. |
| | 2.2. Factors affecting achievement of scheduled work are identified and required variations to schedules are negotiated and agreed. |
| | 2.3. Established communication channels and processes are used to ensure accurate exchange of information throughout operation. |
| | 2.4. Situations requiring specialist advice are identified and assistance is sought as required. |
| 3. Check and record completed repair or maintenance operation. | 3.1. Notification of completed repair or maintenance is received and checked against client and organisational requirements. |
| | 3.2. Inspection is arranged to confirm repair or maintenance is fully operational and meets performance specifications and industry standards. |
| | 3.3. Faults, errors or omissions are verified and prompt remedial action is determined and arranged. |
| | 3.4. Documentation of repair or maintenance is prepared using business equipment and technology. |

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 building regulations and building controls.
Numeracy skills to:	determine quantities of resources and costs associated with repair, service and maintenance of buildings and facilities.
Oral communication skills to:	ask questions to gather complex information and clarify nature of building repair, service and modification requirements.
Reading skills to:	read and assess the accuracy of work orders and building specifications.
Writing skills to:	prepare routine documentation associated with planning and coordinating repairs, maintenance and modifications to buildings and facilities, including agendas, minutes, meeting notes, and correspondence in the form of email and letters.
Digital literacy skills to:	use complex project management software to plan and coordinate repairs, maintenance and modifications to buildings and 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.

- Repair or maintenance requirements*** must include at least three of the following:
- backups
 - changing user codes
 - confirming operational effectiveness
 - identifying and replacing worn parts
 - inspecting, lubricating, cleaning and adjusting parts
 - routine repairs.
- Site access and specific site requirements*** must include at least four of the following:
- access and egress points
 - access codes
 - building codes and regulations
 - heritage listings
 - keys, passes and security clearance
 - noise control
 - time of access
 - union requirements
 - work health and safety (WHS) requirements.

Unit Mapping Information

CPPDSM4044A Coordinate maintenance and repair of properties and facilities

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 CPPDSM4044 Coordinate maintenance and repair of properties and 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 plan and coordinate the following repair, maintenance and modification of properties and facilities:

- an immediate routine repair to an item of common property
- the longer-term maintenance of a shared facility
- a major modification to a common use facility.

In doing the above, the person must:

- inspect completed work against work order and ensure remedial action for faults, errors and omissions
- monitor maintenance and repair work, ensuring effective communication exchange and identifying factors requiring variations to work schedules
- apply knowledge of organisation's practices, ethical standards and legislative requirements associated with planning and coordinating the repair, maintenance and modification of properties and facilities
- plan maintenance and repair work ensuring:
 - client and tenant safety and security
 - resource requirements are according to budget parameters
- respond appropriately to requests for maintenance and repair work and maintain adequate records and reports.

Knowledge Evidence

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

- basic knowledge of property contracts and administrative requirements
- building codes and Australian standards relating to the maintenance and repair of properties and facilities
- building construction practice

- building control legislation relating to the maintenance and repair of properties and facilities
- common hazards to personal and public safety associated with particular types of maintenance work in buildings
- common building defects
- limitations of own work role, responsibilities and professional abilities
- maintenance and service intervals and requirements for building facilities
- organisational and professional procedures, ethical practices and business standards
- points of contact with emergency service agencies
- key requirements of federal, state or territory legislation and local government regulations relating to:
 - consumer protection
 - environmental issues
 - industrial relations
 - property sales, leasing and management
 - strata community management
 - work health and safety (WHS)
- sources of information on maintaining and repairing property assets
- WHS issues and requirements, including risks with maintenance and repair activities and risk control measures.

Assessment Conditions

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

- equipment:
 - computer system with internet, email and printing facilities
- material:
 - project management software
- physical conditions:
 - technical expertise and relevant contractors
 - buildings
- specifications:
 - site plans and drawings
 - contract for provision of repair, service or modification works
 - relevant building regulations
- 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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