



Australian Government

Department of Education, Employment and Workplace Relations

CPPDSM3011B Monitor building facilities

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to monitor building facilities to ensure 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 may form part of the licensing requirements for persons working in the property industry, including in the real estate, business broking, stock and station agency and property operations and development sectors, in those States and Territories where these are regulated activities.

Application of the Unit

Application of the unit

This unit of competency supports the work of those involved in monitoring building facilities to ensure maintenance and service problems are identified and resolved, or reported where necessary.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify maintenance and service requirements.	1.1 <i>Maintenance and service requirements</i> of building facilities are specified and confirmed against work order according to organisational requirements. 1.2 Work practices and time lines are discussed and agreed with relevant people according to organisational requirements. 1.3 <i>Site access and specific site requirements</i> are verified and appropriate arrangements are made as required according to client, organisational and legislative requirements. 1.4 <i>Communication channels</i> and processes are established and agreed with relevant people according to organisational requirements.
2 Monitor building facilities.	2.1 Building facilities are monitored against work order to ensure completion of designated tasks occurs within required timeframes. 2.2 Maintenance and service requirements are identified and noted according to applicable OHS and organisational requirements. 2.3 Breaches of building controls are recognised and reported to relevant people for action according to organisational procedures. 2.4 Appropriate <i>interpersonal techniques</i> are used to discuss issues or concerns with relevant people according to organisational requirements. 2.5 Situations requiring specialist advice are identified and assistance is sought as required according to organisational requirements.
3 Arrange for routine maintenance and service.	3.1 Routine maintenance and service to building facilities are arranged according to client, organisational and legislative requirements. 3.2 Notification of completed maintenance and service is received and confirmed according to organisational procedures. 3.3 Inspection is arranged to confirm maintenance or service has been effectively carried out according to work order, and client and organisational requirements. 3.4 <i>Business equipment and technology</i> are used to maintain relevant documentation according to applicable OHS, legislative and organisational

ELEMENT	PERFORMANCE CRITERIA
	requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills:

- communication skills to complete documentation and report findings, discuss client requirements and access arrangements, and interpret written and oral information
- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- observation skills to assess operational condition of building facilities
- organisational skills to arrange maintenance and service work and to schedule and carry out tasks within time lines
- problem solving skills to manage maintenance or repair problems.

Required knowledge and understanding:

- basic knowledge of property contracts and administrative requirements
- basic requirements for building function checks
- Building Code of Australia (BCA) requirements
- common hazards to public and personal safety associated with particular types of maintenance work in buildings
- limitations of work role, responsibility and professional abilities
- organisational and professional procedures, ethical practices and business standards
- points of contact with emergency service agencies
- relevant federal and state or territory legislation and local government regulations related to:
 - anti-discrimination
 - consumer protection
 - environmental issues
 - equal employment opportunity (EEO)
 - financial probity
 - franchise and business structures
 - industrial relations

REQUIRED SKILLS AND KNOWLEDGE

- OHS
- property sales, leasing and management.

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.

Overview of assessment

This unit of competency could be assessed through practical demonstration of monitoring building facilities to ensure maintenance and service problems are identified and resolved. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.

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

A person who demonstrates competency in this unit must be able to provide evidence of:

- ensuring effective communication flow during monitoring of building facilities and identifying required maintenance and service work
- inspecting completed maintenance and service work against work order and using business equipment and technology to maintain associated documentation
- knowledge of agency practices, ethical standards and legislative requirements associated with monitoring building facilities
- verifying maintenance and service requirements against work order and consulting with relevant people to arrange access to building facilities.

Context of and specific resources for assessment

Resource implications for assessment include:

- access to suitable simulated or real opportunities and resources to demonstrate competence
- assessment instruments that may include personal planner and assessment record book

- access to a registered provider of assessment services.

Where applicable, physical resources should include equipment modified for people with disabilities.

Access must be provided to appropriate learning and/or assessment support when required.

Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.

Validity and sufficiency of evidence require that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

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 in the performance criteria is detailed below. 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.

Maintenance and service requirements include:

- backups
- changing user codes
- confirmation of operational effectiveness
- identification and replacement of 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.

Work order information may relate to:

- authorised contractors
- authorised maintenance and service personnel
- completion dates
- maintenance, service and repair requirements and tasks
- warranties and service information
- work authorisations
- work schedules.

Organisational requirements may be outlined and reflected in:

- access and equity principles and practice guidelines
- business and performance plans
- complaint and dispute resolution procedures
- environmental performance, including:
 - energy savings
 - efficiencies achieved by waste management, including recycling, re-use and use minimisation
 - water use minimisation
- goals, objectives, plans, systems and processes
- legal and ethical requirements and codes of practice
- mission statements and strategic plans
- OHS policies, procedures and programs
- policies and procedures in relation to client service
- quality and continuous improvement processes and standards

Site access and specific site requirements may relate to:

- quality assurance and procedure manuals.
- access and egress points
- access codes
- building codes and regulations
- heritage listings
- keys, passes and security clearance
- noise control
- OHS requirements
- time of access
- union requirements.

Clients may include:

- building facility agents
- building facility owners
- building supervisors
- government and legal instruments and agencies
- managers
- project managers
- tenants.

Legislative requirements may be outlined and reflected in:

- Australian standards, and quality assurance and certification requirements
- award and enterprise agreements
- consumer protection
- environmental and zoning laws affecting access security, access and property use
- freedom of information
- home building requirements
- local regulations and by-laws
- privacy requirements
- public health
- relevant federal, and state or territory legislation that affects organisational operation, including:
 - environmental issues
 - EEO
 - industrial relations
 - OHS
 - anti-discrimination and diversity
- relevant industry codes of practice
- strata, community and company titles
- tenancy agreements
- trade practices laws and guidelines.

Communication channels may include:

- direct line and lateral supervision paths
- organisational communication protocols and procedures

- Building controls*** may relate to:
- organisational networks.
 - access procedures
 - alarms
 - exit procedures
 - fire equipment.
- Interpersonal techniques*** may include:
- active listening
 - clear presentation of options
 - consultation methods
 - culturally inclusive and sensitive engagement techniques
 - questioning to clarify and confirm understanding
 - seeking feedback
 - two-way interaction
 - using language and concepts appropriate to cultural differences
 - verbal and non-verbal language.
- Specialist advice*** may be sought from:
- architects
 - builders
 - colleagues
 - emergency personnel
 - government officials
 - members of industry associations
 - OHS representatives
 - planners
 - solicitors
 - subcontractors
 - supervisors
 - technical experts
 - valuers.
- Business equipment and technology*** may include:
- computers
 - data storage devices
 - email
 - facsimile machines
 - internet, extranet and intranet
 - photocopiers
 - printers
 - scanners
 - software applications, such as databases and word applications.

Unit Sector(s)

Unit sector Property development, sales and management

Competency field

Competency field Property operations and development