



Australian Government

Department of Education, Employment and Workplace Relations

CPPDSM4040A Contribute to life cycle maintenance strategy

Release: 1

CPPDSM4040A Contribute to life cycle maintenance strategy

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to determine maintenance strategies that contribute to life cycle management of assets. It requires the ability to identify maintenance requirements.

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 determining maintenance strategies that contribute to life cycle management of assets.

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 <i>bold italicised</i> 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 asset requirements.

- 1.1 **Assets** are identified and relevant **documentation** is obtained and analysed to establish asset **evaluation parameters**.
- 1.2 Appropriate **interpersonal techniques** are used to consult and elicit information from **relevant people** according to **organisational requirements**.
- 1.3 **Source documents** are accessed and reviewed according to **legislative requirements** to ensure information is valid and reliable.
- 1.4 **Asset characteristics** are assessed and documented in a **maintenance strategy** according to organisational requirements.

2 Recommend maintenance strategy.

- 2.1 Information on **asset performance** is gathered and analysed against industry benchmarks.
- 2.2 Asset performance is established and appropriate **maintenance methods** and schedules are documented according to organisational requirements.
- 2.3 **Strategic prioritisation** is undertaken to identify risks, anticipate future maintenance requirements and identify opportunities to improve quality or cost efficiency of asset.
- 2.4 **Limitations** in providing objective **client** advice are recognised and specialist advice is sought as required.
- 2.5 Cost-effective solutions regarding **asset life cycle** are presented to relevant people in required format, style and structure.

3 Monitor and report on maintenance strategy.

- 3.1 Asset life cycle maintenance strategy is monitored and evaluated to ensure it is effective and meets organisational and system requirements.
- 3.2 **Feedback** is used to identify and develop future strategies to improve life cycle maintenance.
- 3.3 **Business equipment and technology** are used to complete and process relevant documentation according to applicable OHS and organisational requirements.
- 3.4 **Asset information** is securely maintained with due regard to client confidentiality according to organisational and legislative 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:

- analytical skills to analyse property asset records and classify assets
- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- interpersonal skills to liaise and obtain asset information and to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- literacy skills to access and understand a variety of information and to interpret property asset records
- organisational skills to maintain records and databases and to use organisational asset systems
- problem solving skills to solve routine database problems and source additional information
- technology skills to use software packages to classify, record and monitor assets and to select and use technology appropriate to the task.

Required knowledge and understanding:

- asset life cycles
- basic knowledge of property contracts and administrative requirements
- budgets and financial reporting
- common hazards to public and personal safety associated with particular types of maintenance work in buildings
- company record-keeping policies and procedures
- industry benchmarks for maintenance procedures
- limitations of work role, responsibility and professional abilities
- relevant building service, trades and operation for maintenance operations
- 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
 - OHS
 - privacy

REQUIRED SKILLS AND KNOWLEDGE

- 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 determining maintenance strategies that contribute to life cycle management of assets. 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:

- determining asset system requirements through consultation and analysis of business and operational plans
- determining asset performance needs using industry benchmarks and consideration of risk
- identifying performance of assets and incorporating life cycle strategies into maintenance plans
- knowledge of organisation's practices, ethical standards and legislative requirements associated with determining maintenance strategies that contribute to life cycle management of assets
- monitoring asset life cycle strategies by obtaining feedback and using sound evaluation techniques.

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.

Assets may be static or dynamic and may include:

- buildings
- equipment
- furniture
- land
- facilities
- vehicles.

Documentation may include:

- certification, including inspection certificates
- costings, receipts and invoices
- logs of equipment and system problems or faults
- operational checks and maintenance conducted
- planning permits
- property leases, plans or contracts
- recommendations for repairs
- service and maintenance records
- testing and commissioning results
- warranty conditions and allowances.

Evaluation parameters may relate to:

- financial performance
- functionality
- physical condition
- utilisation.

Interpersonal techniques may include:

- active listening
- consultation methods
- interpreting non-verbal and verbal messages
- questioning to clarify and confirm understanding
- seeking feedback
- using language and concepts appropriate to cultural differences.

Relevant people may include:

- clients
- colleagues
- legal representatives
- members of industry associations
- supervisors.

Organisational

requirements may be outlined and reflected in:

- access and equity principles and practice guidelines
- business and performance plans
- complaint and dispute resolution procedures
- 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
- quality assurance and procedure manuals.

Source documents may include:

- asset valuation statements
- company asset documents and registers
- comparative market data
- depreciation schedules
- financial documents
- qualitative and quantitative data
- reports and inventories
- taxation records.

Legislative requirements may be outlined and reflected in:

- Australian standards, and quality assurance and certification requirements
- award and enterprise agreements
- codes of practice covering the market sector and industry, financial transactions, taxation, environment, construction, land use, native title, zoning, utilities use (water, gas and electricity), and contract or common law
- environmental and zoning laws affecting access security, access and property use
- general duty of care to clients
- home building requirements
- local regulations and by-laws
- privacy laws applying to owners, contractors and tenants
- relevant federal, and state or territory legislation that affects organisational operation, including:
 - anti-discrimination and diversity
 - environmental issues
 - EEO
 - industrial relations
 - OHS
- strata, community and company titles
- tenancy agreements
- trade practices laws and guidelines.

- Asset characteristics** may relate to:
- actual or estimated residual life
 - commercial or technical obsolescence
 - effect of planned maintenance
 - effective life
 - location in life cycle
 - prediction of deterioration or failure
 - previous inspection date and process
 - when constructed, rehabilitated or replaced.
- Maintenance strategy** may include:
- asset replacement strategies
 - emergency lighting and security
 - energy efficiency strategies
 - housekeeping
 - painting, cleaning and waste disposal
 - pest control
 - plumbing and electrical.
- Asset performance** may relate to:
- age
 - condition assessment
 - costs
 - depreciation
 - downtime
 - emergency operation and backup
 - functionality
 - life span
 - maintenance requirements and cost
 - replacement
 - security
 - service levels.
- Maintenance methods** may include:
- in-house employee services
 - lease contractual obligations
 - outsourcing through external contracts.
- Strategic prioritisation** could be based on criteria that may include:
- effect of not maintaining an asset
 - future usage plans for the asset
 - how long particular asset will be required to be in operation
 - owner or manager-specific requirements for aesthetics
 - risks associated with current condition
 - risks associated with not maintaining a particular asset
 - serviceability requirements of the asset.
- Limitations** may include:
- job role and responsibilities
 - quality processes
 - own competency level

- Clients** may include:
- industry requirements
 - own understanding of risk identification processes
 - legal responsibilities.
 - builders
 - building inspectors
 - owners
 - property agents
 - real estate agents
 - tenants.
- Asset life cycle** may relate to:
- acquisition
 - disposal
 - maintenance
 - operation
 - planning for and establishing a new asset
 - replacement.
- Feedback** may include:
- formal and informal discussions, reviews and evaluations with:
 - existing and previous clients
 - peers, colleagues and managers
 - information provided by others involved in a professional capacity, both internal and external to the organisation.
- 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.
- Asset information** may relate to:
- historical data
 - insurance
 - key personnel
 - lines of responsibility
 - maintenance schedules
 - operating environment of organisation, including financial markets, competitors, core business activities, functions and stakeholders
 - property management reports
 - register of assets

- reports and relevant documentation
- residual life of assets.

Unit Sector(s)

Unit sector Property development, sales and management

Competency field

Competency field Property operations and development