



Australian Government

Department of Education, Employment and Workplace Relations

CPPDSM4044A Coordinate maintenance and repair of properties and facilities

Release: 1

CPPDSM4044A Coordinate maintenance and repair of properties and facilities

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

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 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 planning and coordinating the repair, maintenance and modification of properties and facilities.

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 Plan repair or maintenance operation.

- 1.1 **Repair or maintenance** requirements are reviewed and confirmed with **relevant people** according to **organisational requirements**.
- 1.2 Repair or maintenance **resource** requirements are determined and arranged according to **work order** and budgetary requirements.
- 1.3 **Site access and specific site requirements** are identified and appropriate arrangements made according to **client**, organisational and **legislative requirements**.
- 1.4 Work order is prepared and **contingencies** are planned to ensure client and organisational requirements are met in an efficient and effective manner.
- 1.5 Client and tenant **safety and security requirements** are recognised and satisfied in provision of services.
- 1.6 **Communication channels** and processes are established and agreed with relevant people according to organisational requirements.

2 Coordinate repair or maintenance operation.

- 2.1 Repair or maintenance operation is monitored against work schedules to ensure completion occurs within designated timeframes.
- 2.2 Factors affecting achievement of scheduled work are identified and required **variations** to schedules are negotiated and agreed with relevant people.
- 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 according to organisational requirements.

3 Check and record completed 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 with relevant people according to organisational requirements.
- 3.4 **Business equipment and technology** 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 negotiate client and tenant requirements and access arrangements
- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- interpersonal skills to negotiate repair or maintenance process, relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities, and resolve conflict
- literacy skills to interpret written and oral information, complete documentation and report findings
- organisational skills to maintain assets, manage risk, plan and arrange repair or maintenance work, and schedule and meet time lines and client requirements
- problem solving skills to manage repair or maintenance problems
- research skills to source site and resource requirements
- technical skills to schedule tasks and report outcomes.

Required knowledge and understanding:

- basic knowledge of property contracts and administrative requirements
- building codes and relevant Australian standards
- building construction practice
- building control legislation
- common hazards to personal and public safety associated with particular types of maintenance work in buildings
- limitations of work role, responsibility and professional abilities
- occupancy rates and special conditions to be considered with particular services provided to clients and tenants
- OHS issues and requirements
- 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:

REQUIRED SKILLS AND KNOWLEDGE

- anti-discrimination
- consumer protection
- environmental issues
- equal employment opportunity (EEO)
- financial probity
- franchise and business structures
- industrial relations
- OHS
- property sales, leasing and management
- sources of information and assistance for property assets.

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 planning and coordinating the repair, maintenance and modification of properties and facilities. 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:

- inspecting completed work against work order and ensuring remedial action for faults, errors or omissions
- monitoring maintenance and repair work ensuring effective communication exchange and identification of factors requiring variations to work schedules
- knowledge of organisation's practices, ethical standards and legislative requirements associated with planning and coordinating the repair, maintenance and modification of properties and facilities
- planning maintenance and repair work ensuring client and tenant safety and security, and resource requirements are according to budgetary parameters
- responding appropriately to requests for maintenance and repair work and maintaining adequate records and reports.

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.

Repair or maintenance may relate to:

- backups
- changing user codes
- confirmation of operational effectiveness
- identification and replacement of worn parts
- inspection, lubrication, cleaning and adjustment
- routine repairs.

Relevant people may include:

- agents
- clients
- colleagues
- engineers and technicians
- government personnel
- installers
- legal representatives
- members of industry associations
- property owners
- site personnel
- subcontractors
- supervisors
- technical experts
- tenants.

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.

- Resources** may include:
- materials
 - personnel
 - tools and equipment
 - training
 - transport.
- Work order** information may relate to:
- completion dates
 - job requirements and tasks
 - warranties and service information
 - work schedules.
- Site access and specific site requirements** may include:
- 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:
- agents
 - building supervisors
 - government and legal instruments or agencies
 - project managers
 - property agents
 - property owners
 - tenants.
- 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.

Contingencies may include:

- budget constraints
- building delays
- competing work demands of contractor
- environmental factors, such as time and weather
- industrial disputes
- non-availability of resources and materials
- public holidays and shut-down periods
- equipment and technology breakdown
- unforeseen incidents
- workplace hazards, risks and controls.

Safety and security requirements may be satisfied through:

- adherence to OHS policies and procedures for the containment of:
 - emergency situations, including fire, flood, bomb threats, suicide attempts or other actions likely to lead to property or bodily threat
 - potential health and safety hazards, such as physical, mechanical or chemical agents already in work environment, or brought to the environment, or created as a by-product of work done on the site.

Communication channels may include:

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

Variations may include:

- alternative suppliers
- changes to work schedules
- work outside, or producing results outside, the terms and conditions of contract.

Specialist advice may be sought from:

- builders
- colleagues
- emergency personnel
- government officials
- lawyers
- members of industry associations
- OHS representatives
- property specialists, including architects, surveyors, valuers, planners, engineers, property managers and real estate agents
- subcontractors
- supervisors.

Business equipment and technology may include:

- data storage devices
- email
- facsimile machines

Documentation may include:

- internet, extranet and intranet
- photocopiers
- printers and scanners
- software applications, such as databases and word applications
- work computers.
- costings, receipts and invoices
- logs of equipment and system problems or faults
- operational checks and maintenance conducted
- materials used and parts and components replaced
- recommendations for repairs
- service and maintenance records
- testing and commissioning results
- warranty conditions and allowances
- work log.

Unit Sector(s)

Unit sector

Property development, sales and management

Competency field

Competency field

Property operations and development