



Australian Government

ICTWOR304 Manage spare parts

Release: 1

ICTWOR304 Manage spare parts

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 2.0.

Application

This unit describes the skills and knowledge required to manage spare parts in all areas of telecommunications and includes maintenance of a database, stock control and dispatch.

It applies to individuals who may be involved in assessing installation requirements, planning and performing installations, testing installed equipment and fault finding. It involves a degree of autonomy and may include limited supervision of others.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the ICT Implementation Guide Companion Volume or the relevant regulator for details of licensing, legislative or certification requirements.

Unit Sector

Telecommunications – workplace effectiveness

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Manage receipt and dispatch of spare parts	1.1 Obtain relevant legislation, codes, regulations and standards, and follow work health and safety (WHS) and environmental requirements for given work 1.2 Identify hazards and make worksite safe according to relevant safety legislation and company work practices, and use personal protective equipment 1.3 Unload, unpack and store incoming spare parts using appropriate methods and enterprise procedures, and check off delivered items on documentation

	1.4 Package, label and relocate outgoing spare parts ready for dispatch using enterprise procedures 1.5 Update parts database to reflect current spare parts movements and holdings, following each dispatch or delivery, and complete any other administrative task required by enterprise
2. Store spare parts	2.1 Label spare parts using appropriate identification scheme and place in predefined storage locations 2.2 Observe antistatic precautions when handling equipment susceptible to damage by electrostatic discharge 2.3 Display, maintain and update material safety data sheets (MSDS) on site
3. Manage stock flow	3.1 Action spare parts requests by checking database for availability and location, and organise the dispatch 3.2 Monitor levels of spare parts stock by examining database reports against enterprise usage and replenishing stock when necessary 3.3 Investigate and keep records of alternative suppliers of spare parts to minimise impact of availability and cost issues with regular suppliers 3.4 Monitor spare parts with limited shelf life, and dispose of and replace when necessary 3.5 Audit spare parts holdings for ready supply of items to minimise disruptions to job completions 3.6 Update database from appropriate documentation each time a store's transaction occurs to maintain validity of data

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.5, 2.2, 3.1, 3.3, 3.4	Recognises and interprets written and visual text to determine key information, and specific requirements and responsibilities
Writing	1.3-1.5, 2.1, 2.3, 3.1, 3.3	- Develops material for a specific audience, using clear and detailed language to convey explicit information, requirements and recommendations - Uses expected writing conventions and forms

Oral Communication	3.1	Participates in a verbal exchange of ideas and elicits the view and opinions of others by listening and questioning
Numeracy	1.3-1.5, 3.2-3.5	Uses mathematical skills to estimate materials and evaluate and predict resource requirements
Navigate the world of work	1.1-1.4, 2.1-2.3	- Takes personal responsibility for adherence to legal and regulatory requirements relevant to spare parts work context, and draws attention to any issues that may affect self or others - Recognises and follows explicit and implicit company and health and safety protocols, and meets expectations associated with own role
Get the work done	All	- Takes responsibility for planning and organising own workload, identifying ways of sequencing and combining elements for greater efficiency, when managing receipt and dispatch, storage and stock flow - Uses systematic, analytical processes when monitoring and auditing, setting goals, gathering relevant information, and identifying and evaluating options against agreed criteria - Initiates standard problem solving procedures when identifying hazards within immediate context - Seeks to improve a future response through investigating alternative suppliers - Uses database systems and tools to access, organise, analyse and display information relevant to role

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTWOR304 Manage spare parts	ICTWOR3093A Manage spare parts	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>

Assessment Requirements for ICTWOR304 Manage spare parts

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Performance Evidence

Evidence of the ability to:

- safely apply spare parts management procedures
- efficiently arrange for storage and ordering of spare parts
- research alternative parts replacements
- accurately update spare parts management database.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain computer and database operation
- describe handling of:
 - chemicals and dangerous materials
 - sensitive electronic equipment using antistatic procedures and safeguards
- outline modern storage practices and identification of parts location
- outline work health and safety (WHS) procedures
- identify service level agreements
- describe stocktake and audit of spare parts holdings
- identify telecommunications components and assemblies.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the telecommunications – workplace effectiveness field of work and include access to:

- a site where work may be conducted
- current equipment
- a database for relevant regulations
- organisational procedures
- equipment documentation.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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