



Australian Government

MEM20003 Install and upgrade locks and hardware

Release: 1

MEM20003 Install and upgrade locks and hardware

Modification History

Release 1. Supersedes and is equivalent to MEM20003A Install and upgrade locks and hardware

Application

This unit of competency defines the skills and knowledge required to install and upgrade locks/locking systems and lock furniture, including providing advice on installation and upgrade requirements and instructing clients on the use of the product. It applies across commercial, industrial and domestic applications and work would mainly be carried out off-site.

Where fitting of door control devices is required unit MEM20005 Install and maintain door control devices/systems should also be selected.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Band: A

Unit Weight: 4

Pre-requisite Unit

MEM11011	Undertake manual handling
MEM13015	Work safely and effectively in manufacturing and engineering
MEM16006	Organise and communicate information
MEM18001	Use hand tools
MEM18002	Use power tools/hand held operations

Competency Field

Locksmithing

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

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1	Determine job requirements	1.1	Follow standard operating procedures (SOPs)
		1.2	Comply with work health and safety (WHS) requirements at all times
		1.3	Determine job requirements from specifications, drawings, job sheets or work instructions
		1.4	Use appropriate personal protective equipment (PPE) in accordance with SOPs
		1.5	Advise customer of products, product options and possible upgrade options in accordance with SOPs and customer requirements
		1.6	Establish installation procedure in accordance with work order and with minimal disruption to customer, services or normal work routines
2	Organise and prepare installation	2.1	Select and obtain appropriate and serviceable tools, equipment, and materials in accordance with SOPs and fitting requirements
		2.2	Establish access to site and specific site requirements, and make appropriate arrangements in accordance with client and organisational requirements
		2.3	Establish and maintain a safe worksite in accordance with legislative and organisational requirements
3	Install and upgrade locks and hardware	3.1	Prepare installation location, measure and mark out, as appropriate
		3.2	Fit locks and hardware in accordance with manufacturer specifications and SOPs
		3.3	Check lock and hardware for correct functioning and rectify operational problems
		3.4	Carry out work using safe work procedures and practices and in accordance with applicable legislation, codes, regulations and standards

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| | | 3.5 | Identify problems affecting the installation and discuss and resolve variations with appropriate persons |
| 4 | Complete the installation | 4.1 | Ensure work site is cleaned and left in presentable condition in accordance with original presentation, client requirements, industry standards and SOPs |
| | | 4.2 | Undertake final inspections and rectify non-conformance to ensure installation conforms to industry, legislative and order requirements |
| | | 4.3 | Notify client of job completion and obtain client acceptance in accordance with SOPs |
| | | 4.4 | Instruct client on use of product in accordance with SOPs and manufacturer specifications |
| | | 4.5 | Complete relevant documentation and process in accordance with industry, legislative and organisational requirements |

Foundation Skills

This section describes those required skills (reading, writing, oral communication and numeracy) that are essential to workplace performance in this unit of competency.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different 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.

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Customer requirements include one (1) or more of the following:

- product type, function and capabilities
- access issues, installation locations and positions
- upgrade information
- service and maintenance requirements
- product operation
- warranty information
- costs

Organisational requirements include one (1) or more of the following:

- quality assurance standards and procedures
- service standards
- safety and WHS practices and obligations
- resource storage and use
- organisational processes and procedures
- documentation processes
- product and process training

Tools, equipment and other materials include one (1) or more of the following:

- hand tools
- power tools and accessories
- fixing tools
- special-purpose equipment
- lubricants, adhesives and sealants
- cleaning materials
- wire and cable
- vacuum
- drop sheet
- door, window and frame materials
- morticers
- routers
- jigs
- cherry centre

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PPE includes one (1) or more of the following:

- night hats
- safety barriers
- face shields
- dust masks and respirators
- goggles and safety glasses
- earmuffs and ear plugs
- high visibility vests/work wear
- hard hats and head protection
- gloves
- knee pads
- safety foot wear
- warning signs and tapes
- fire extinguisher
- first aid kit

Locks and hardware include one (1) or more of the following:

- cylinder night latches and deadlocks
- lever and cylinder mortice locks
- tubular deadbolts
- key in knob and key in lever
- tie bolts
- combination sets
- mechanical digital locks
- drawer and cam locks
- door protective plates
- door control devices
- exit devices
- lockable bolts
- door viewers
- window locks

This field allows for different 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.

Access and installation factors and potential issues include one (1) or more of the following:

- site safety issues
- out-of-hours access
- disruption to client work routines
- installation environment
- building codes
- breakdowns
- environmental conditions
- physical, time and cost restrictions
- product supply problems

Documentation includes one (1) or more of the following:

- installation details
- costings
- materials used
- records of faults and damage
- installation problems and factors
- testing and inspection results

Unit Mapping Information

Release 1. Supersedes and is equivalent to MEM20003A Install and upgrade locks and hardware

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b7050d37-5fd0-4740-8f7d-3b7a49c10bb2>

Assessment Requirements for MEM20003 Install and upgrade locks and hardware

Modification History

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria on at least two (2) occasions and include:

- following work instructions, standard operating procedures (SOPs) and safe work practices
- communication with clients as required throughout the installation/upgrading process
- establishing access and maintaining safe worksite
- identifying existing fixtures and fittings, including type and quality of construction, and establishing customer requirements for installing and upgrading locks and hardware
- measuring and marking out with tape measures, rules, squares and templates in an accurate manner
- selecting and safely using appropriate tools for the type of products, materials and conditions whilst identifying and assessing hazards associated with installing locks and hardware
- identifying problems affecting the installation and discussing and resolving variations with appropriate persons
- assessing potential for unforeseen problems and incidents to affect the installation and testing and confirming the function of locks and hardware to meet customer requirements
- cleaning worksite in accordance with original presentation, client requirements, industry standards and SOPs
- completing and processing all documentation in accordance with SOPs.

Knowledge Evidence

Essential knowledge required to effectively install and upgrade locks and hardware outlined in elements and performance criteria of this unit includes:

- safe work practices and procedures and use of personal protective equipment (PPE)
- utility and application of locks, hardware and accessories
- fixtures (doors, frames and windows) and their type of construction, including foam fill, hollow, clad, steel, aluminium and other materials
- types and functions of locks, hardware and accessories to suit different fixtures and materials
- factors for determining suitable options to meet customer requirements, including intended use, cost and compatibility with existing hardware

- installation procedures for locks, hardware and accessories
- terminology relating to lock products and installation
- tools and equipment for installing locks, hardware and lock furniture
- materials, parts and components for installation of locks and lock furniture
- applicable legislation and local regulations
- individual responsibilities and duty of care
- access and installation factors and potential issues
- procedures for measuring, marking lock and lock furniture positions and installation procedures
- effects of incorrect installation and common installation problems
- troubleshooting and lock testing methods
- strategies for resolving problems and incidents
- manufacturer specifications, uses, limitations and warranties for relevant product/s
- procedures to complete and process relevant documentation
- environmentally safe disposal procedures for packaging and other waste
- procedures and organisational requirements for final inspection and client notification and acceptance of job completion
- hazards and control measures associated with installing and upgrading locks and hardware, including housekeeping.

Assessment Conditions

- Assessors must:
 - have vocational competency in installing and upgrading locks and hardware at least to the level being assessed with relevant industry knowledge and experience
 - satisfy the assessor requirements in the *Standards for Registered Training Organisations 2015* or its replacement and comply with the *National Vocational Education and Training Regulator Act 2011*, its replacement or equivalent legislation covering VET regulation in a non-referring state/territory as the case requires
- Where possible assessment must occur in operational workplace situations. Where this is not possible or where personal safety or environmental damage are limiting factors, assessment must occur in a sufficiently rigorous simulated environment that reflects realistic operational workplace conditions. This must cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

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