



Australian Government

MEM20011 Service and repair fire and security containers

Release: 1

MEM20011 Service and repair fire and security containers

Modification History

Release 1. Supersedes and is equivalent to MEM20011A Service and repair fire and security containers

Application

This unit of competency defines the skills and knowledge required to dismantle, inspect, repair, replace, service and assemble fire and security safes or containers and their components. It applies to service and repair work on commercial and domestic fire and security containers and can apply to regular servicing or call-out work and also be required after entry has been gained.

Where interpretation of detailed, complex manufacturer information and specifications is required unit MEM16012 Interpret technical specifications and manuals should also be selected.

Where gaining entry and reinstatement by straightforward replacement of existing or replacement parts is required unit MEM20009 Gain entry and reinstate fire and security containers should also be selected.

Where welding skills are required appropriate units should also be selected.

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

Band:

This unit has dual status and is to be regarded as both a Specialisation Band A unit and Specialisation Band B unit for progression to C5 (AQF level V).

Unit Weight: 6

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
MEM20001	Produce keys
MEM20002	Assemble and test lock mechanisms

MEM20006

Maintain and service mechanical locking devices

Competency Field

Locksmithing

Elements and Performance Criteria

Elements describe the essential outcomes.

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

- | | | | |
|---|--------------------------------------|-----|--|
| 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 | Select and use appropriate personal protective equipment (PPE) in accordance with SOPs |
| | | 1.4 | Identify job requirements from specifications, job sheets or work instructions |
| | | | |
| 2 | Identify service requirements | 2.1 | Establish ownership of safe/container and contents and verify in accordance with organisational, legal and industry procedures |
| | | 2.2 | Obtain type of safe and lock mechanism specifications from appropriate sources and in accordance with SOPs and customer requirements |
| | | 2.3 | Establish nature of any damage or malfunction to exterior, interior and lock components in accordance with organisational procedures, established inspection/diagnostic techniques and original specifications |
| | | 2.4 | Establish service and repair requirements and other information relevant to task in accordance with customer needs, organisational and manufacturer specifications and legislation, codes, regulations and standards |
| | | 2.5 | Determine appropriate location of work and arrange removal of safe, as necessary |

Elements describe the essential outcomes.

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

- | | | |
|---|--|--|
| 3 | Repair, replace and service safe components | <p>3.1 Identify risks and hazards and make area secure</p> <p>3.2 Inspect safe/container locking components and establish further specific repair/service requirements, options and recommend actions in accordance with organisational requirements and factors impacting on feasibility of repair</p> <p>3.3 Dismantle lock assemblies and components using appropriate organisational procedures, industry practices, tools and equipment</p> <p>3.4 Repair/replace/service components as necessary and practicable</p> <p>3.5 Select appropriate lubrication and sealing materials and apply in conformance to standard locksmithing procedures</p> <p>3.6 Inspect boltwork and internal lock components, test and adjust as necessary for compliance to original factory assembly and functioning</p> |
| 4 | Finalise servicing/repair process | <p>4.1 Test function of specific components and entire locking system for compliance with operational specifications and adjust, as necessary</p> <p>4.2 Complete and process documentation in accordance with legislative, assignment and organisational requirements</p> <p>4.3 Clean work area, tools and equipment and store in accordance with SOPs</p> <p>4.4 Clean safe/container and return to service according to organisational and customer requirements</p> <p>4.5 Instruct customer, as necessary, in accordance with SOPs and manufacturer recommendations</p> <p>4.6 Confirm work with appropriate person(s) in accordance with SOPs</p> |

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.

- PPE includes one (1) or more of the following:**
- face shields, goggles and safety glasses
 - hearing protection
 - dust masks and respirators
 - high visibility vests or clothing
 - head protection
 - sun protection, hats and sun screen
 - gloves and knee pads
 - safety footwear
 - witches hats
 - warning signs and warning tapes
 - temporary safety barriers
 - fire extinguisher
 - first aid kit

- Types of safes include one (1) or more of the following:**
- plate safes
 - slab safes
 - fire
 - free standing
 - data
 - cash and/or jewellery
 - under-floor
 - wall
 - bank safes and vaults

- Lock mechanisms include one (1) or more of the following:**
- keylocks
 - keyless combination locks
 - electronic digital
 - electronic and mechanical time delay

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.

Appropriate sources of information include one (1) or more of the following:

- catalogues
- manufacturer manuals
- drawings
- detailed/technical sketches
- associated data sheets
- colleagues/specialists
- internet
- charts

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

- function and capabilities
- access issues
- service and maintenance requirements
- product operation and warranty information
- costings
- maintaining security

Other information includes one (1) or more of the following:

- schedules
- timeframes
- access and site information
- products
- installation and upgrade requirements
- specific client requests
- materials
- costings
- warranties and service information
- legislation
- codes and regulatory requirements
- WHS requirements

Risks and hazards include one (1) or more of the following:

- safe construction
- chemical and material hazards
- lifting and handling
- use of mechanical and fuel gas cutting equipment
- exposure to asbestos, dust, noise, live power, vermin, water and glass fibre

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.

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

- hand tools relating to safe service and repair
- power tools and accessories
- drop sheets and vacuum cleaner
- various change keys to suit the safe

Materials and consumables include one (1) or more of the following:

- lubricants
- adhesives and sealants
- cleaning materials
- wire and cable
- security seals and replacement barrier materials
- replacement parts

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

- historical records
- procedures and measurements for opening specific safes
- job sheets
- invoices
- warranties

Unit Mapping Information

Release 1. Supersedes and is equivalent to MEM20011A Service and repair fire and security containers

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 MEM20011 Service and repair fire and security containers

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
- establishing ownership of container and its contents prior to commencing service and repair
- interpreting information specific to servicing and repairing fire and security containers
- questioning, confirming and clarifying customer requirements
- identifying the type of safe and checking function of locking mechanism
- tracing faults and using appropriate tools and equipment to service and repair fire and security containers
- identifying actual and potential risks and hazards and implementing control measures
- dismantling lock assemblies using appropriate tools, equipment and procedures and using materials and consumables in accordance with SOPs
- inspecting work to confirm compliance to original factory assembly and functioning
- cleaning safe/container and returning it to service according to organisational and customer requirements
- completing all documentation, including historical records, procedures and measurements for opening specific safes, job sheets, invoices and warranties in accordance with procedures.

Knowledge Evidence

Evidence required to demonstrate the required knowledge for this unit must be relevant to and satisfy the requirements of the elements and performance criteria and include knowledge of:

- safe work practices and procedures and use of personal protective equipment (PPE)
- legislation, codes, regulations and standards applicable to servicing and repairing fire and security containers
- sources of specifications and other relevant information for safe locking systems
- components of safe locking systems
- principles of system and component function
- operating principles and technical terminology relating to safes

- rating system
- manipulation-proof ratings (classes)
- operation of specific locks
- common safe design problems and servicing issues and faults arising from vandalism, misuse and wear
- fault-finding techniques
- checks and tests to confirm service requirements
- procedures for establishing service requirements
- procedures to establish and verify safe and contents ownership and obligations, responsibilities, disclaimers and reasons for verifying ownership
- environmental, physical and behavioural hazards in relation to safe and surrounds
- factors impacting on feasibility of repair/replacement
- dismantling and assembly procedures for a range of safe locks and reasons for care and precision
- procedures for replacing worn and damaged parts, removing foreign objects and lubricating (non-dry/non grease), packing and sealing components
- organisational requirements for cleaning and storage
- key blanks to suit model and mechanical/electronic part of lock
- programming and operating procedures for electronic locks
- documentation and recording procedures.

Assessment Conditions

- Assessors must:
 - have vocational competency in servicing and repairing fire and security containers 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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