



Australian Government

MEM20032 Service and repair fire and security containers

Release: 1

MEM20032 Service and repair fire and security containers

Modification History

Release 1. Supersedes and is equivalent to MEM20011 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 MEM20030 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

MEM20023 Assemble and test lock mechanisms

MEM20015 Produce hand cut keys

MEM20016 Produce keys by cutting to code

MEM20017 Produce keys by duplication

MEM20027 Maintain and service mechanical locking devices

Competency Field

Locksmithing

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. 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 personal protective equipment (PPE) in accordance with SOPs 1.4 Identify job requirements from specifications
2. Identify service requirements	2.1 Establish ownership of safe or fire 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 2.3 Establish nature of any damage or malfunction to exterior, interior and lock components in accordance with SOPs 2.4 Establish service and repair requirements in accordance with SOPs 2.5 Determine appropriate location of work and arrange safe removal based on requirements
3. Repair, replace and service safe components	3.1 Identify risks and hazards and make area secure in accordance with SOPs 3.2 Dismantle lock assemblies and components using appropriate organisational procedures, industry practices, tools and equipment 3.3 Service and/or repair components based on requirements and practicality in accordance with SOPs 3.4 Select appropriate lubrication and security seal and apply in accordance with SOPs 3.5 Inspect boltwork and internal lock components, test and adjust for compliance to original factory assembly and functioning
4. Finalise servicing/repair process	4.1 Clean work area, tools and equipment and store in accordance with SOPs 4.2 Clean safe or container and return to service according to organisational and customer requirements

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	4.3 Instruct customer, in accordance with job needs, SOPs and manufacturer recommendations 4.4 Complete and process documentation in accordance with SOPs

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

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.

Specifications include one or more of the following:	• job sheets • work instructions • work orders.
Personal protective equipment (PPE) includes one or more of the following:	• face protection • hearing protection • dust masks and respirators • high-visibility vests or clothing • head protection • sun protection • gloves • knee pads • safety footwear • witches hats • warning signs and warning tapes • temporary safety barriers • fire extinguisher • first aid kit.
Types of safes include one or more	• plate safes • slab safes

of the following:	• fire • free standing • data • cash and/or jewellery • under-floor • wall • bank safes and vaults.
Lock mechanisms include one or more of the following:	• keylocks • keyless combination locks • electronic digital • electronic and mechanical time delay.
Appropriate sources of information include one or more of the following:	• catalogues • manufacturer manuals • drawings • detailed sketches • technical sketches • associated data sheets • colleagues • specialists • internet • charts.
Customer requirements include one or more of the following:	• function and capabilities • access issues • service and maintenance requirements • product operation and warranty information • maintaining security.
Other information includes one or more of the following:	• schedules • timeframes • access and site information • products • installation and upgrade requirements • specific client requests • materials • warranties and service information • work health and safety (WHS) requirements.
Risks and hazards include one or more of the following:	• safe construction • chemical and material hazards • lifting and handling • use of mechanical equipment • asbestos • dust

	• noise • live power • vermin • water • glass fibre.
Tools and equipment include one 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 • electronic safe lock decoding and resetting equipment.
Materials and consumables include one 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 or more of the following:	• historical records • procedures and measurements for servicing specific safes • job sheets • invoices • warranties.

Unit Mapping Information

Release 1. Supersedes and is equivalent to MEM20011 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 MEM20032 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 and include:

- following work instructions, standard operating procedures (SOPs) and safe work practices
- interpreting information specific to servicing and repairing fire and security containers
- questioning, confirming and clarifying customer requirements
- identifying the type of safe door and body construction, boltwork, relockers and locks on at least two occasions
- identifying faults and using appropriate tools and testing procedures on at least two occasions
- identifying actual and potential risks and hazards and implementing control measures
- completing required servicing tasks using appropriate tools, equipment and procedures on at least two occasions
- inspecting work to confirm compliance with original factory assembly and functioning
- cleaning safe or container and returning it to service in accordance with organisational and customer requirements
- completing all documentation in accordance with SOPs.

Note: Where a volume and/or frequency is not specified, demonstration must be provided at least once.

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
- types of safes
- sources of specifications and other relevant information for safe locking systems
- components of safe locking systems
- operating principles and technical terminology relating to safes
- rating and grading systems for safes and safe locks
- operation of specific locks and procedures to program or change combination

- common safe design problems and servicing issues and faults arising from vandalism, misuse and wear
- tools, equipment and materials required for service and repair
- procedures, checks and tests for establishing service requirements and fault-finding
- factors impacting on feasibility of repair and/or replacement
- dismantling and assembly procedures for safe locks
- procedures for container and lock servicing
- organisational requirements for cleaning and storage
- documentation and recording procedures.
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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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