



Australian Government

Department of Education, Employment and Workplace Relations

MEM20011A Service and repair fire and security containers

Release: 2

MEM20011A Service and repair fire and security containers

Modification History

Single band identifier removed to clarify dual status

Unit Descriptor

Unit descriptor	This unit covers dismantling, inspecting, repairing, replacing, servicing and assembling fire and security containers and their components.
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Application of the Unit

Application of the unit	The unit applies to service and repair work on commercial and domestic fire and security containers. It may apply to regular servicing or call-out work and may be required after entry has been gained. Appropriate factors that ensure conformance to specifications, operational performance, quality and safety must be applied. These include locksmithing principles, ethics, techniques, procedures and safe workshop practices. Where interpretation of detailed, complex manufacturer information and specifications is required, Unit MEM16012A (Interpret technical specifications and manuals) should also be considered. Where gaining entry and re-instatement by straightforward replacement of existing or replacement parts is required, Unit MEM20009A (Gain entry and reinstate fire and security containers) should be selected. If welding skills are required, then appropriate units should be selected. 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
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		
Path 1	MEM18001C	Use hand tools
	MEM18002B	Use power tools/hand held operations
	MEM20001A	Produce keys
	MEM20002A	Assemble and test lock mechanisms

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify service requirements	1.1. Ownership of safe/container and contents is established and verified in accordance with organisational, legal and industry procedures. 1.2. Type of safe and lock mechanism specifications are obtained from appropriate sources and in accordance with organisational and customer requirements. 1.3. Nature of any damage or malfunction to exterior, interior and lock components is established in accordance with organisational procedures, established inspection/diagnostic techniques and original specifications. 1.4. Service and repair requirements and other information relevant to task are established in accordance with customer needs, organisational and manufacturer specifications and legislation, codes, regulations and standards. 1.5. Appropriate location of work is determined and removal of safe is arranged, if necessary.
2. Repair, replace and service safe components	2.1. Risks and hazards are identified and area is made secure. 2.2. Safe/container locking components are inspected and further specific repair/service requirements, options and recommended actions are established in accordance with organisational requirements and factors impacting on feasibility of repair. 2.3. Lock assemblies and components are dismantled using appropriate organisational procedures, industry practices, tools and equipment. 2.4. Components are repaired/replaced/serviced as required, necessary and practicable. 2.5. Appropriate lubrication and sealing materials are selected and applied in conformance to standard locksmithing procedures. 2.6. Boltwork and internal lock components are inspected, tested and adjusted as necessary for compliance to original factory assembly and functioning.
3. Finalise servicing/repair process	3.1. Function of specific components and entire locking system is tested for compliance with operational specifications and adjusted as necessary. 3.2. Documentation is completed and processed in

ELEMENT	PERFORMANCE CRITERIA
	accordance with legislative, assignment and organisational requirements. 3.3. Work area, tools and equipment are cleaned and stored in accordance with occupational health and safety policies, procedures and practices and organisational requirements. 3.4. Safe/container is cleaned and returned to service according to organisational and customer requirements. 3.5. Customer is instructed, as necessary, in accordance with organisational procedure and manufacturer recommendations. 3.6. Work is confirmed with appropriate person(s) in accordance with organisational procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

Look for evidence that confirms skills in:

- interpreting specifications, charts, manuals, diagrams and related information specific to servicing and repair of fire and security containers
- confirming and clarifying information
- identifying safe locking components and associated equipment
- checking functioning of safe locking systems
- tracing faults
- selecting and using appropriate tools and equipment, materials and consumables
- applying safe work practices
- identifying and acting on actual and potential hazards
- identifying alternative servicing and repair options
- disassembling and assembling components
- documenting information
- housekeeping

Required knowledge

REQUIRED SKILLS AND KNOWLEDGE

Look for evidence that confirms knowledge of:

- sources of specifications and other relevant information for safe locking systems
- components of safe locking systems
- principles of system and component function
- technical terminology relating to safes
- rating system (e.g. underwriters laboratories)
- manipulation-proof ratings (classes)
- operation of specific locks
- common safe design problems and servicing issues
- faults arising from vandalism, misuse, wear etc.
- checks and tests to confirm service requirements
- procedures for establishing service requirements
- procedures to establish and verify safe and contents ownership
- obligations, responsibilities, disclaimers and reasons for verifying ownership
- environmental, physical and behavioural hazards in relation to safe and surrounds
- operating principles of safes
- personal liability for safety and duty of care
- personal protective equipment
- safe work practices and procedures
- factors impacting on feasibility of repair/replacement
- dismantling and assembly procedures for a range of safe locks
- documentation and recording procedures
- 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
- reasons for care and precision

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, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

A person who demonstrates competency in this unit must be able to service, repair, test and return to service fire and security containers. Competency in this unit cannot be claimed until all prerequisites have been satisfied.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessors must be satisfied that the candidate can competently and consistently perform all elements of the unit as specified by the criteria, including required knowledge, and be capable of applying the competency in new and different situations and contexts.

Context of and specific resources for assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

This unit could be assessed in conjunction with any other units addressing the safety, quality, communication, materials handling, recording and reporting associated with servicing and repair of fire and security containers, or other units requiring the exercise of the skills and knowledge covered by this unit.

Method of assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

EVIDENCE GUIDE**Guidance information for assessment****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, if used in the performance criteria, is detailed below. 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) may also be included.

Types of safe

Plate safes, fire, data, cash and/or jewellery, under-floor, wall, bank safes and vaults

Lock mechanism

Keylocks, keyless combination locks, electronic digital, electronic and mechanical time delay

Appropriate sources of information

Catalogues, manufacturer manuals, drawings, detailed/technical sketches and associated data sheets, colleagues/specialists, internet

Organisational requirements

Quality assurance standards and procedures, service standards, safety and OHS practices and obligations, resource storage and use, organisational processes and procedures, documentation processes, product and process training

Customer requirements

Function and capabilities, access issues, service and maintenance requirements, product operation and warranty information, costings, maintaining security

Service and repair requirements

Checking components for serviceability and integrity. Removal, repair, service and replacement of lock components. Removing boltwork and re-lockers, dismantling locks, inspecting wheel packs for wear and damage, servicing and repairing/replacing combination locks/lever locks, hinges and internal locking

RANGE STATEMENT	
	compartments
Other information	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, OHS requirements
Legislation, codes, regulations and standards	ASIO regulations, industry licensing, industry codes of practice, privacy laws, Australian standards, building codes and those of other regulatory bodies, quality assurance, organisational standards and practices, awards and enterprise agreements, competition, trade and consumer protection laws
Risks and hazards	Safe construction, chemical and material hazards, lifting and handling, use of mechanical and fuel cutting equipment
Tools and equipment	Hand tools relating to safe service and repair, power tools and accessories, various change keys to suit the safe
Materials and consumables	Appropriate lubricants, adhesives and sealants, cleaning materials, seals
Documentation	Historical records, procedures and measurements for opening specific safes, job sheets, invoices, warranties
OHS policies, procedures and practices	• Relevant OHS policies, procedures include assessment of actual and potential risk, identification of hazards, safety practices and regulations, safe use of tools and equipment, individual responsibilities and obligations, safety training and procedures, emergency and first aid procedures, working in confined spaces, use of personal protective equipment, industry standards and codes of practice • Personal protective equipment may include safety glasses, earmuffs/plugs, safety vests, hard hats, gloves, knee pads, safety boots, warning signs and tapes, fire extinguisher, first aid kit

Unit Sector(s)

Unit sector	
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Co-requisite units

Co-requisite units		

Competency field

Competency field	Locksmithing
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