



Australian Government

Department of Education, Employment and Workplace Relations

RIIOHS203A Maintain amenities

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit covers the maintenance of amenities in resources and infrastructure industries. It includes planning and preparing for work and providing amenities services.

Application of the Unit

This unit is appropriate for those working in maintenance roles, at worksites within:

- Civil construction
- Coal mining
- Drilling
- Extractive industries
- Metalliferous mining

Licensing/Regulatory Information

Refer to Unit Descriptor.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

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. Plan and prepare for work	1.1. Access, interpret and apply <i>compliance documentation</i> relevant to the maintenance of amenities 1.2. Obtain, interpret and clarify or confirm <i>work requirements</i> before proceeding 1.3. Obtain and prepare <i>materials</i> and resources required for work
2. Provide amenities services	2.1. Establish and monitor a safe work environment throughout the job 2.2. Administer <i>service contracts</i> 2.3. Clean and maintain amenities with <i>equipment</i> provided 2.4. Maintain amenities equipment and <i>cleaning accessories</i> 2.5. Maintain security 2.6. Dispose of <i>hazardous and environmentally sensitive materials</i> 2.7. Maintain records

Required Skills and Knowledge

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

Required skills

Specific skills are required to achieve the performance criteria in this unit, particularly for the application in the various circumstances in which this unit may be applied. This includes the ability to carry out the following as required to maintain amenities:

- apply legislative, organisation and site requirements and procedures
- apply operational safety requirements
- access, interpret, apply and communicate technical information
- plan maintenance and servicing schedules
- dispose of environmentally sensitive materials
- communicate and negotiate with contractors or suppliers and worksite employees
- maintain records
- maintain and perform minor repairs on equipment
- use hand tools

Required knowledge

Specific knowledge is required to achieve the Performance Criteria of this unit, particularly its application in a variety of circumstances in which the unit may be used. This includes knowledge of the following, as required to maintain amenities:

- site personal and operational safety procedures
- worksite operating procedures
- worksite site chemical substance information system
- amenities equipment characteristics, uses and limitations
- manufacturer and site equipment maintenance systems
- stock control procedures related to the amenities operations
- legislative and enterprise records systems and requirements
- site environmental requirements and constraints

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	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The evidence required to demonstrate competency in this unit must be relevant to worksite operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of this unit and include evidence of the following: • knowledge of the requirements, procedures and instructions for maintenance of amenities • implementation of requirements, procedures and techniques for the safe, effective and efficient completion of the maintenance of amenities • working with others to undertake and complete the maintenance of amenities that meets all of the required outcomes • consistent timely completion of the maintenance of amenities that safely, effectively and efficiently meets the required outcomes
Context of and specific resources for assessment	• This unit must be assessed in the context of the work environment. Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated environment provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills. • The assessment environment should not disadvantage the participant. For example, language, literacy and numeracy demands of assessment should not be greater than those required on the job. • Customisation of assessment and delivery environment to sensitively accommodate cultural diversity. • Aboriginal people and other people from a non English speaking background may have second

	language issues. • Assessment of this competency requires typical resources normally used in the work environment. Selection and use of resources for particular work sites may differ due to site circumstances. • Where applicable, physical resources should include equipment modified for people with disabilities. • Access must be provided to appropriate learning and/or assessment support when required.
Method of assessment	This unit may be assessed in a holistic way with other units of competency. The assessment strategy for this unit must verify required knowledge and skill and practical application using more than one of the following assessment methods: • written and/or oral assessment of the candidate's required knowledge • observed, documented and/or first hand testimonial evidence of the candidate's: • implementation of appropriate requirement, procedures and techniques for the safe, effective and efficient achievement of required outcomes • consistently achieving the required outcomes • first hand testimonial evidence of the candidate's: • working with others to undertake and complete the maintenance of amenities
Guidance information for assessment	Consult the SkillsDMC User Guide for further information on assessment including access and equity issues.

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.

Relevant compliance documentation may include:	• legislative, organisation and site requirements and procedures • manufacturer's guidelines and specifications • Australian standards • code of practice • Employment and workplace relations legislation • Equal Employment Opportunity and Disability Discrimination legislation
Work requirements may be in the form of:	• shift briefings • handover details • work orders • safe working procedures (or equivalent)
Work requirement details may include:	• cleaning and maintenance schedules • notices of personnel rosters • notice of visitors requiring support • defect reports on equipment / accessories • coordination requirements / issues • requirement to repair • baskets • rollers • lockers • doors
Materials may include:	• protective clothing • boots • chemicals • detergents • linen
Service contracts may include:	• laundry contracts • clothing issues
Equipment may include:	• heaters • air controllers • dryers • vacuum cleaners

	• floor brushes • high pressure cleaners
Cleaning accessories may include:	• heating equipment • showers • taps • toilets • kit baskets or hangers
Hazardous and environmentally sensitive materials may include:	• chemicals • soaps • other cleaning materials

Unit Sector(s)

Occupational Health and Safety

Competency field

Refer to Unit Sector(s).

Co-requisite units

Not applicable.