



Australian Government

Department of Education, Employment and Workplace Relations

THTGTM01B Carry out general maintenance

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit deals with the skills and knowledge required to carry out general routine maintenance activities in tourism or hospitality enterprises.

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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

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Element	Performance Criteria
1 Perform maintenance tasks	1.1 Respond promptly to requests for routine maintenance assistance.
	1.2 Select and use appropriate equipment safely and

according to manufacturer's instructions.

- 1.3 Carry out maintenance tasks correctly and promptly, in accordance with enterprise policy and procedures.
 - 1.4 Carry out maintenance tasks according to required schedules and priorities.
 - 1.5 Carry out maintenance tasks with minimum disruption to customers and colleagues.
 - 1.6 Enclose or isolate work areas where appropriate to ensure safety of customers and colleagues, using warning signage where required.
 - 1.7 Complete tasks in accordance with quality requirements.
 - 1.8 Clean work areas on completion of work.
 - 1.9 Identify problems requiring specialist assistance and seek help from the appropriate supervisor or tradesperson.
- 2 Maintain and store equipment
- 2.1 Identify problems or faults and report them to the appropriate supervisor or tradesperson.
 - 2.2 Carry out basic maintenance on equipment on a regular basis, according to enterprise procedure.
 - 2.3 Store equipment in designated areas.
 - 2.4 Store equipment in accordance with manufacturer's specifications, enterprise requirements and occupational health and safety standards.
- 3 Perform administrative tasks
- 3.1 Interpret maintenance requests accurately.
 - 3.2 Clarify instructions with persons making a request, when required.
 - 3.3 Complete work report forms and other required documentation accurately.
 - 3.4 Forward documentation to the appropriate person, as required.

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|---|----------------------------|-----|--|
| 4 | Assist in special projects | 4.1 | Carry out work on special projects correctly, under the direction of the appropriate specialist or supervisor. |
| | | 4.2 | Undertake liaison with other project members to ensure effective co-ordination of tasks within the total project. |
| 5 | Liaise with contractors | 5.1 | Establish and maintain contact with appropriate contractors to ensure effective co-ordination of maintenance work. |
| | | 5.2 | Provide assistance and information to contractors when required. |
| | | 5.3 | Relay accurate information between contractors and maintenance supervisors when required. |

Required Skills and Knowledge

Not applicable.

Evidence Guide

Essential Knowledge and Skills to be Assessed

The following skills and knowledge must be assessed as part of this unit:
safety and emergency procedures related to all general routine maintenance activities,
including safe use of tools and equipment
selection, use and care of commonly used maintenance tools and equipment
general maintenance techniques
principles of planned, preventative maintenance
commonly used maintenance materials
environmental issues and legislation affecting general maintenance
customer service skills.

Linkages to Other Units

There is a link between this unit and the following unit, and combined training and assessment may be appropriate:

THTGTM02B Carry out grounds maintenance

Critical Aspects of Assessment

Evidence of the following is critical:

ability to operate and use equipment safely and correctly
ability to perform a range of routine maintenance tasks within timeframes acceptable to the enterprise
ability to document maintenance
ability to liaise with contractors
knowledge of general procedures and requirements that apply to routine maintenance work.

Context of Assessment and Resource Implications

Assessment must ensure:

access to all equipment required for routine maintenance in the relevant work context.
project or workplace activities that allow completion of real maintenance activities
completion of maintenance activities within timeframes acceptable to the enterprise and which reflect standard workplace practice.

Assessment Methods

Assessment methods must be chosen to ensure that a full range of maintenance skills can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

direct observation of the candidate completing maintenance tasks
oral or written questions to assess knowledge of maintenance techniques and tools/equipment
evaluation of work completed by the candidate
review of maintenance documentation completed by the candidate
review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

Key Competencies in this Unit

Key Competencies are an integral part of all workplace competencies. The table below describes those applicable to this unit. Trainers and assessors should ensure that they are addressed in training and assessment.

Level 1 = Perform Level 2 = Administer and Manage Level 3 = Design and Evaluate

Key Competencies

Collecting, Organising and Analysing Information

For example:

Responding to instructions and requests for maintenance

Seeking out and reviewing information related to work activities (1)

Communicating Ideas and Information

For example:

Receiving, following and giving instructions and information to others

Communicating with colleagues and contractors (1)

Planning and Organising Activities

For example:

Planning, organising and prioritising work tasks and responsibilities according to standard maintenance schedules and timeframes

Making arrangements with contractors, colleagues and departments or sections (1)

Working with Others and in Teams

For example:

Working co-operatively with colleagues in completing maintenance activities

Clarifying personal responsibilities (1)

Using Mathematical Ideas and Techniques

For example:

Calculating quantities of materials required for maintenance and special projects (1)

Solving Problems

For example:

Dealing with hazards

Assessing routine and non-routine maintenance (1)

Using Technology

For example:

Using equipment requiring adjustment and modulation (1)

Essential Knowledge and Skills to be Assessed

The following skills and knowledge must be assessed as part of this unit:

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environmental issues and legislation affecting general maintenance

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For example:

Using equipment requiring adjustment and modulation (1)

Range Statement

This unit may apply to any sector of the tourism and hospitality industry but has particular relevance for attractions and theme parks, hotels and motels. The following explanations identify how this unit may be applied in different workplaces and circumstances.

Routine maintenance tasks may include:

- simple repairs
- routine servicing of equipment
- painting and decorating
- minor demolition.

Special projects may include:

- construction of new attractions
- landscaping
- major demolition.

Appropriate equipment may include:

- hand tools and implements
- electrical tools and equipment
- painting requisites
- earthmoving machinery.

Problems requiring specialist assistance include:

- major breakdowns in plant and equipment
- blasting
- drilling
- non-routine and contract servicing
- servicing of specialist equipment.

Work report forms and other required documentation may include:

- job sheets
- maintenance books, sheets and schedules
- sign-off sheets
- requisitions and orders
- audits.

Contractors may include:

- tradespeople such as electricians, engineers, carpenters, plumbers, landscape architects, gardeners
- labourers.

Quality requirements may include:

- standards and guidelines for external accreditation
- enterprise standards and requirements
- audits and reports.

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Unit Sector(s)

Not applicable.