



**Australian Government**

# **UEENEEJ157A Service electrical heating appliances**

**Release: 3**

## **UEENEEJ157A Service electrical heating appliances**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit Descriptor**

1)

#### **1.1) Descriptor**

This unit covers maintaining the effective and efficient operation of electric heating appliances. It encompasses working safely, applying knowledge of electric heating appliances, following service manuals, testing appliance function, locating and rectifying faults and defective components and completing the necessary service documentation.

### **Application of the Unit**

#### **Application of the Unit**

4)

This unit is intended for competency development entry-level employment-based programs incorporated in approved contracts of training. It may also used to augment formally acquired competencies.

## Licensing/Regulatory Information

### 1.2) License to practice

The skills and knowledge described in this unit require a license to practice in the workplace where appliances are connected to fixed wiring at voltage above 50 V a.c. or 120 V d.c. In some States/Territories a licence is required to practise this unit in the workplace subject to regulations for servicing electric heating appliances. Practice in workplace and during training is also subject to regulations directly related to occupational health and safety and where applicable contracts of training such as apprenticeships.

Note:

1. Compliance with permits may be required in various jurisdictions and typically relates to the operation of plant, machinery and equipment such as elevating work platforms, powder operated fixing tools, power operated tools, vehicles, road signage and traffic control, lifting equipment. Permits may also be required for some work environments such as confined spaces, working aloft, near live electrical devices, site rehabilitation.
2. Compliance may be required in various jurisdictions relating to currency in First Aid, confined space, lifting and risk safety measures.

## Pre-Requisites

**Prerequisite Unit(s)**      2)

### 2.1) Competencies

Granting competency in this unit shall be made only after competency in the following unit(s) has/have been confirmed.

UEENEEJ154A Find and rectify faults in appliance control systems and devices

UEENEEG006A Solve problems in single and three phase low voltage machines

UEENEEE101A Apply Occupational Health and Safety regulations, codes and practices in the workplace

UEENEEE102A Fabricate, assemble and dismantle utilities industry components

UEENEEE104A Solve problems in d.c. circuits

**Prerequisite Unit(s)****2)**

UEENEEE105A Fix and secure electrotechnology equipment

UEENEEE107A Use drawings, diagrams, schedules, standards, codes and specifications

UEENEEG101A Solve problems in electromagnetic devices and related circuits

UEENEEG102A Solve problems in low voltage a.c. circuits

UEENEEG106A Terminate cables, cords and accessories for low voltage circuits

or

UEENEEJ153A Find and rectify faults motors and associated controls in refrigeration and air conditioning systems

UEENEEE107A Use drawings, diagrams, schedules, standards, codes and specifications

UEENEEJ103A Establish the basic operating conditions of vapour compression systems

UEENEEJ108A Recover, pressure test, evacuate, charge and leak test refrigerants

UEENEEJ194A Solve problems in low voltage refrigeration circuits

UEENEEE101A Apply Occupational Health and Safety regulations, codes and practices in the workplace

UEENEEE003B Solve problems in extra-low voltage single path circuits

## Employability Skills Information

### Employability Skills 3)

This unit contains Employability Skills

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements.

## Elements and Performance Criteria Pre-Content

6) Elements describe the essential outcomes of a unit      Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

| ELEMENT                                             | PERFORMANCE CRITERIA                                                                                                            |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| 1 Prepare to service electrical heating appliances. | 1.1 OHS procedures for a given work area are identified, obtained and understood                                                |
|                                                     | 1.2 OHS risk control measures and procedures in preparation for the work are followed.                                          |
|                                                     | 1.3 The extent of work to be undertaken is determined from service/fault request and/or discussions with appropriate person(s). |
|                                                     | 1.4 Advice is sought from the work supervisor to ensure the work is coordinated effectively with others.                        |
|                                                     | 1.5 Sources of materials/parts that may be required for the work are established in accordance with established procedures.     |
|                                                     | 1.6 Tools, equipment and testing devices needed to locate faults are obtained in accordance with established                    |

| ELEMENT                                  | PERFORMANCE CRITERIA                                                                                                                                                                                                 |
|------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                          | procedures and checked for correct operation and safety.                                                                                                                                                             |
| 2 Service electrical heating appliances. | 2.1 OHS risk control measures and procedures for carrying out the work are followed.                                                                                                                                 |
|                                          | 2.2 The need to test or measure live is determined in strict accordance with OHS requirements and when necessary conducted within established safety procedures.                                                     |
|                                          | 2.3 Appliance is checked as being correctly isolated where necessary in strict accordance OHS requirements and procedures.                                                                                           |
|                                          | 2.4 Safety hazards resulting from the defect or fault are documented and risk control measures devised and implemented in consultation with appropriate personnel.                                                   |
|                                          | 2.5 Appliances are tested for efficient operation and components affecting efficiency are inspected for wear or defects in accordance with standards, manufacturer's service manuals and industry codes of practice. |
|                                          | 2.6 Appliance faults and their cause are identified through the application of refrigerated appliances and using measured and calculated values of appliance parameters.                                             |
|                                          | 2.7 Appliance is dismantled where necessary and parts stored to protect them against loss or damage.                                                                                                                 |
|                                          | 2.8 Defective, worn or faulty appliance components are rechecked and their status confirmed.                                                                                                                         |
|                                          | 2.9 Replacement parts required to rectify defects/faults are sourced and obtained in accordance with established procedures.                                                                                         |
|                                          | 2.10 Effectiveness of the repair is tested in accordance with established procedures.                                                                                                                                |
|                                          | 2.11 Apparatus is reassembled, finally tested and prepared for return to service.                                                                                                                                    |

| ELEMENT                                                      | PERFORMANCE CRITERIA                                                                                                                                             |
|--------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                              | 2.12 Unexpected situations are dealt with safely and with the approval of an authorised person.                                                                  |
|                                                              | 2.13 Servicing activities are carried out without damage to apparatus, circuits, the surrounding environment or services and using sustainable energy practices. |
| 3 Completion and report fault finding and repair activities. | 3.1 OHS work completion risk control measures and procedures are followed.                                                                                       |
|                                                              | 3.2 Work area is cleaned and made safe in accordance with established procedures.                                                                                |
|                                                              | 3.3 Service report is completed and verified by an appropriate person in accordance with established procedures.                                                 |

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

7) This describes the essential skills and knowledge and their level, required for this unit.

Evidence shall show that knowledge has been acquired of safe working practices and servicing electric heating appliances.

All knowledge and skills detailed in this unit should be contextualised to current industry practices and technologies.

#### KS01-EJ157A

#### Electric heating appliances

Evidence shall show an understanding of electrical heating appliances, applying safe working practices and relevant Standards, Codes and Regulations to an extent indicated by the following aspects:

T1 Heating principles and applications

Note. Principles include resistance, induction and microwave.

T2 Types of heating appliances, their operating principles and characteristics

Types include ovens, cook tops, space heaters, but excludes microwave ovens

T3 Heating circuits and controls

T4 Typical faults

T5 Faulty components repair/replacement methods

T6 Manufacturers' parts catalogues and service reports

## Evidence Guide

### EVIDENCE GUIDE

9) The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package. .

The Evidence Guide forms an integral part of this Unit. It must be used in conjunction with all parts of this unit and performed in accordance with the Assessment Guidelines of this Training Package.

#### Overview of Assessment

#### 9.1)

Longitudinal competency development approaches to

## EVIDENCE GUIDE

assessment, such as Profiling, require data to be reliably gathered in a form that can be consistently interpreted over time. This approach is best utilised in Apprenticeship programs and reduces assessment intervention. It is the industry-preferred model for apprenticeships. However, where summative (or final) assessment is used it is to include the application of the competency in the normal work environment or, at a minimum, the application of the competency in a realistically simulated work environment. In some circumstances, assessment in part or full can occur outside the workplace. However, it must be in accordance with industry and regulatory policy.

Methods chosen for a particular assessment will be influenced by various factors. These include the extent of the assessment, the most effective locations for the assessment activities to take place, access to physical resources, additional safety measures that may be required and the critical nature of the competencies being assessed.

The critical safety nature of working with electricity, electrical equipment, gas or any other hazardous substance/material carries risk in deeming a person competent. Sources of evidence need to be 'rich' in nature to minimise error in judgment.

Activities associated with normal everyday work influence decisions about how/how much the data gathered will contribute to its 'richness'. Some skills are more critical to safety and operational requirements while the same skills may be more or less frequently practised. These points are raised for the assessors to consider when choosing an assessment method and developing assessment instruments. Sample assessment instruments are included for Assessors in the Assessment Guidelines of this Training Package.

### **Critical aspects of evidence required to demonstrate competency in this unit**

#### **9.2)**

Before the critical aspects of evidence are considered all prerequisites must be met.

Evidence for competence in this unit shall be considered holistically. Each Element and associated performance criteria shall be demonstrated on at least two occasions in accordance with the 'Assessment Guidelines - UEE07'. Evidence shall also comprise:

- A representative body of work performance demonstrated within the timeframes typically expected of the discipline, work function and industrial environment. In particular this shall incorporate evidence that shows a candidate is able to:

## EVIDENCE GUIDE

- Implement Occupational Health and Safety workplace procedures and practices including the use of risk control measures as specified in the performance criteria and range statement
- Apply sustainable energy principles and practices as specified in the performance criteria and range statement
- Demonstrate an understanding of the essential knowledge and associated skills as described in this unit. It may be required by some jurisdictions that RTOs provide a percentile graded result for the purpose of regulatory or licensing requirements.
- Demonstrate an appropriate level of skills enabling employment
- Conduct work observing the relevant Anti Discrimination legislation, regulations, policies and workplace procedures
- Demonstrated consistent performance across a representative range of contexts from the prescribed items below:
  - Service electric heating appliances as described in 8) and including:
    - A Determining the nature of the work from service request
    - B Identifying defective components affecting appliance efficiency
    - C Finding faults efficiently
    - D Rectifying defects/faults effectively
    - E Testing appliance functions effectively
    - F Completing service report accurately
    - G Dealing with unplanned events by drawing on essential knowledge and skills to provide appropriate solutions incorporated in the holistic assessment with the above listed items

## EVIDENCE GUIDE

### Context of and specific resources for assessment

#### 9.3)

This unit should be assessed as it relates to normal work practice using procedures, information and resources typical of a workplace. This should include:

- OHS policy and work procedures and instructions.
- Suitable work environment, facilities, equipment and materials to undertake actual work as prescribed by this unit.

These should be part of the formal learning/assessment environment.

Note:

Where simulation is considered a suitable strategy for assessment, conditions must be authentic and as far as possible reproduce and replicate the workplace and be consistent with the approved industry simulation policy.

Evidence should show demonstrated competency in servicing electric heating appliances.

### Method of assessment

#### 9.4)

This unit shall be assessed by methods given in Volume 1, Part 3 'Assessment Guidelines'.

Note:

Competent performance with inherent safe working practices is expected in the Industry to which this unit applies. This requires assessment in a structured environment which is intended primarily for learning/assessment and incorporates all necessary equipment and facilities for learners to develop and demonstrate the essential knowledge and skills described in this unit.

### Concurrent assessment and relationship with other units

#### 9.5)

There are no concurrent assessment recommendations for this unit.

## **Range Statement**

### **RANGE STATEMENT**

8) This relates to the unit as a whole providing the range of contexts and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

This unit must be demonstrated in relation to servicing electric heating appliances with any three of the following defects/faults in electric heating systems in each of two different types of appliance.

- Heater not operating
- Fan not working
- Timer not working correctly
- Electric shock received from appliance cabinet

The types of appliances include: Electric stoves, ovens, hot plates and ranges, space heaters, and hot water systems.

Generic terms used throughout this Vocational Standard shall be regarded as part of the Range Statement in which competency is demonstrated. The definition of these and other terms that apply are given in Volume 2, Part 2.1.

## **Unit Sector(s)**

Not Applicable

## Competency Field

### 2.2) Literacy and numeracy skills

Participants are best equipped to achieve competency in this unit if they have reading, writing and numeracy skills indicated by the following scales. Description of each scale is given in Volume 2, Part 3 'Literacy and Numeracy'

|         |   |         |   |          |   |
|---------|---|---------|---|----------|---|
| Reading | 3 | Writing | 3 | Numeracy | 3 |
|---------|---|---------|---|----------|---|

### 2.2) Literacy and numeracy skills

Competency Field 5)

Refrigeration and Air Conditioning