



# Certificate IV in Maintenance Management AQF Level 4

## Assessment Criteria

**\*Please refer to checklist on the last page**

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## HOW TO COMPLETE YOUR ASSESSMENT

This book has been designed to assist you in achieving your competency level assessment through a systematic and relatively simple process. We encourage you to read and understand the requirements and should you have any concerns please do not hesitate to contact us so that we can assist you in completing the assessment.

### Your Assessment

The process you will be following is known as a competency-based assessment. The difference between this process and traditional forms of assessments is that evidence of your current skills and knowledge will be measured against national and international standards of best practice, not against the learning you have undertaken either recently or in the past. Furthermore, the assessment will be concerned with how you apply the skills and knowledge in your workplace, not in the training room or in a hypothetical case study.

The standards used are known as Competency Standards and are endorsed by industry groups and national bodies here and overseas.

When your assessment is successful against these standards, your skills and knowledge will be deemed to be equal to national and international best practice, and the qualification you gain will reflect this.

### Using the Assessment Guidelines

The criteria by which you will be assessed are listed in this book. Also listed is the underpinning knowledge you will be questioned on either by written or verbal assessment.

Included is the evidence you may bring forward to show that your competencies (that is, your skills and knowledge as they are applied in your workplace) match the desired standards. This evidence will be assessed and judged and any recommendations made from this.

There are only two recommendations that will be made as a result of your assessment – the evidence you have brought forward shows that you are:

- competent against the national standards and need produce no more evidence, or
- you are not yet competent, in that evidence you have provided doesn't yet show your skills and knowledge to be equivalent to the national standards – you will be asked to bring forward other evidence

Please Note: You may find that as a result of your assessment you are 'competent' in some areas but 'not yet competent' in others. This is okay. Where you have been assessed as 'competent', these areas need not required any further production of evidence leaving you free to concentrate on the others. Your assessor will explain this to you further at the time of you assessment.

## Evidence

Evidence of competency can be shown in any one, of a number of ways:

- Direct examination of evidence – either by written exam to ascertain your underpinning knowledge or by observation of you carrying out the task
- Oral or written questions – these help the assessor get a better understanding of why you do, or have done, certain things in the manner shown
- Supporting evidence – from workmates, current or former employers and supervisors, or others who have worked with you and know the quality and degree of skills and knowledge you possess. Such evidence doesn't necessarily have to come from formal or full-time work you've done in the past – it might be voluntary or part-time work, or it might even be from a different area altogether such as sports, home duties or hobbies
- Historical evidence – such things as qualifications, certificates, reports etc. These will show that you were capable of demonstrating the required level of competence in the past. In some cases historical evidence might have to be supported by direct evidence that shows your skill and knowledge is still current.

Any of these can be presented as written evidence, video-taped performance or audio tapes of such things as interviews, counselling sessions etc, or supporting evidence given verbally by friends or workmates.

Your evidence will be assessed against the Element and the Performance Criteria of the Units of Competency you nominate. Don't be put off if you can only find, for example, Direct Evidence for one part of the Element and Performance Criteria and Historical Evidence for the rest – this is okay. The assessor will decide whether or not it meets the Rules of Evidence and that is all that matters.

What is important is that your evidence satisfied your assessor as to the level and degree of your skills and knowledge when measure against the competency standards.

## How the Assessment is Carried Out

When you feel that you are ready to have your skills and knowledge assessed, you should arrange for the assessor to observe the activity you are claiming competency in. If you do not have the time or resources to provide direct observation of your skills and knowledge you can provide written or other evidence and this is known as a Portfolio of Evidence. The majority of your assessment for this qualification will be through a 'Portfolio of Evidence'.

A Portfolio of Evidence is simply a compilation of all of your evidence into a manageable and easily handled folder. Once you have sufficient evidence to support your claim for competency you should submit this folder for assessment. **Don't forget to clearly mark which piece of evidence related to which Element of Competency and Performance Criteria.**

During the assessment, the assessor will first of all scan the evidence you bring forward or are demonstrating to ensure that it meets the broad requirements of the competency standards, and that:

- the activity is being or has been performance safely (whether the standards specify this or not);
- the evidence appears to meet the criteria and range of variables;
- there are no legislative or legal issues arising out of the evidence (for example, there are no obvious commercially confidential items or information being brought forward, or that there are no breaches of such things as EEO or OS&H legislation);
- the evidence appears to meet the Rules of Evidence (see below); and
- whether or not the evidence being brought forward covers the entire range of competencies or only certain performance criteria or elements

The evidence will then be judged against the competency standards.

### **The Rules of Evidence**

When making a judgement about your evidence, the assessor will be looking for:

- Validity – does your evidence relate to the standards you are seeking assessment against or are they more closely related to something else?
- Authenticity – does your evidence reflect something you have actually done either in full or in part?
- Currency – does your evidence show that you can perform this activity now or in the future, including you having up to date knowledge?
- Reliability – will your evidence be capable of showing the same outcomes no matter how many times it is assessed or how many assessors carry out the assessment?
- Sufficiency – is there sufficient evidence to show you competency or will there need to be more (or supporting) evidence brought forward?

These are the questions the assessor will ask themselves when assessing and judging your evidence. It will be very helpful to them if you ask yourself these questions before selecting and presenting the evidence – time, and a lot of frustration and heartache, may be saved if you do.

## Notes on Completing this Book

Under the National Framework for the Recognition of Training, the smallest part of the standards for which you can gain a full qualification is the Unit. To make the achievement of this easier for you, each Unit is broken down into individual Elements against which you will be assessed.

Each element is accompanied by a set of Assessment Criteria. These show the standard to which you should be displaying your skills and knowledge. Where and how you display these is detailed in the Assessment Requirements.

Please take careful note of the **Assessment Requirements**. In this section will be found details of the type of evidence you will be expected to bring forward to demonstrate your competency. This evidence will be sought either through a formal (written or demonstrated) examination or from work you are currently doing or have done in the past. (This is known as Recognition of Prior Learning – RPL – and, in most cases, can provide you with all the evidence you may need to gain the qualification. Speak to your assessor about this.)

When completing your assessment, you will be asked a number of questions in relation to the assessment. Explanations of these questions are as follows:

### **Question 1: How was the achievement of this element demonstrated?**

In order to be assessed as competent at an Element, you must have convinced your assessor that you are able to meet all of the Assessment Criteria across the Evidence Requirements. You will probably have carried out many tasks counting towards a particular Element over a period of time, but you don't have to list everything you've done – only those that may provide the strongest source of evidence to support your claim.

Be sure to include sufficient details to show competence across all of the Assessment Criteria.

### **Question 2: Over what period of time/number of occasions?**

Here you will need to provide details of the period of time over which you were assessed for this Element and/or the number of occasions on which the task was carried out for assessment purposes. For example, if you were assessed three times over a period of four weeks this information would be put in here.

This helps the assessor see that the competency you have claimed isn't a 'flash in the pan' and that you can actually perform consistently at the desired level.

### **Question 3: In what situation/locations?**

Some candidates will do everything in one place, usually their normal workplace, and in that case will put the name of their office/workshop here. Others, however, may do some of the work at clients' premises or out in the field.

Where the activity was carried out isn't as important as the fact that you record it. The assessor will need this information to help them make an informed judgement about the conditions and situations in which you are applying your skills and knowledge. The quality of evidence can then be judged along with any special circumstances surrounding how the evidence was gained.

**Question 4: What is the evidence and where can it be found?**

The Assessment will provide a record of what you have achieved. To maintain proof of this achievement it is important that you keep an up to date record of what it is and where it can be found. This will be especially important if you are thinking of applying for assessment against a higher level of competency standards where the evidence you are developing may be usable then.

Evidence may be provided by a whole variety of things depending on your particular circumstances and the Elements against which you are seeking assessment. Some of these Elements state what is required, and this must be followed, but others may not be as specific and this is where common sense must be used.

Where possible, you should seek advice from your assessor or RPL advisor to make sure what you're thinking is in line with the needs of the standards.

Throughout your initial interview or training session you will have discussed what may or may not be useful or sufficient evidence of competency against the standards. You should refer to your notes for ideas on where to start collecting evidence or talk to your assessor.

**Common Range of Variables**

The Range of Variables used to relate to the context and conditions under which or through which the Element and Assessment Criteria are to be performed for the purposes of the assessment.

There are a number of Ranges that are common to all Units. To reduce unnecessary duplication, these are listed below:

Higher project authorities may be:

- the client/customer
- the manager (in larger projects where the individual is section head or sub-project leader)
- other personnel within the project/organisation designated specific authority over certain aspects of the project
- the program/maintenance managers
- higher management within the organisation

**Stakeholders** may be from: within the project, other activities affected by this project, the client/customer, suppliers/contractors and/or the parent organisation.

**The Client** is the authority, or authorities, for whom the task is being undertaken. The client may be internal or external to the organisation. The client may be the customer, the owner, the sponsoring authority in the case of projects where a contract does not exist, or it may be an authority specifically designated as the client.

**Further Information**

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**QUALIFICATION: Certificate IV in Maintenance Management  
AQF Level 4**

**WORKSHOP TITLE: MM401 Principles of Maintenance Management**

**UNITS OF COMPETENCIES:**

PRDPROD406A Coordinate Maintenance and Repair  
Properties and Facilities

**ELEMENTS OF COMPETENCY AND PERFORMANCE CRITERIA:**

PRDPOD406A Coordinate Maintenance and Repair of Properties and  
Facilities

**PRDPOD406A/01 Plan Repair/Maintenance Operation**

- 1.1 **Maintenance/repair** requirements are reviewed and confirmed with relevant people in accordance with **organisational requirements**
- 1.2 Repair/maintenance resource requirements are determined and arranged in accordance with *work order* and budgetary requirements
- 1.3 **Site access and specific site requirements** are identified and appropriate arrangements made in accordance with **client, legislative and organisational requirements**
- 1.4 Work order is prepared and *contingencies* planned to ensure client and organisational requirements are met in an efficient and effective manner
- 1.5 Client/tenant **safety and security requirements** are recognised and satisfied in the provision of services
- 1.6 **Communication channels** and processes are established and verified with relevant people in accordance with organisational requirements

**PRDPOD406A/02 Coordinate Repair/Maintenance Operation**

- 2.1 Repair/maintenance operation is monitored against work schedules to ensure completion occurs within designated timeframes
- 2.2 Factors affecting the achievement of scheduled work are promptly identified and required **variations** to schedules are negotiated and agreed with relevant people
- 2.3 Established communication channels and processes are used to ensure an accurate exchange of information throughout operation
- 2.4 Situations requiring **specialist advice** are identified and assistance sought as required in accordance with organisational requirements

**PRDPOD406A/03 Check and Record Completed Operation**

- 3.1 Notification of completed repair/maintenance is received and checked against client and organisational requirements
- 3.2 Inspection is arranged to confirm repair/maintenance is fully operational and meets performance specifications and industry standards

- 3.3 Faults, errors or omissions are verified and prompt remedial action is determined and arranged with relevant people in accordance with organisational requirements
- 3.4 **Business equipment technology** is used to maintain relevant **documentation** in accordance with applicable occupational health and safety (OHS), legislative and organisational requirements

**EVIDENCE MUST BE PROVIDED OF:**

- Planning maintenance/repair work ensuring client/tenant safety and security and resource requirements are in accordance with budgetary parameters
- Monitoring maintenance/repair work ensuring effective communication exchange and identification of factors requiring variations to work schedules
- Inspecting completed work against work order and ensuring remedial action for any faults, errors or omissions
- Responding appropriately to requests for maintenance/repair work and maintaining adequate records and reports

**PRODUCTS / PROCESSES THAT COULD BE USED AS EVIDENCE INCLUDE:**

- planning maintenance/repair work ensuring client/tenant safety and security and resource requirements in accordance with budgetary parameters
- monitoring maintenance/repair work ensuring effective communication exchange and identification of factors requiring variations to work schedules
- inspecting completed work against work order and ensuring remedial actions for any faults, errors or omissions
- responding appropriately to requests for maintenance/repair work and maintaining adequate records and reports
- organisational and professional procedures, ethical practices and business standards
- OHS issues and requirements
- EEO, equity and diversity principles
- limitations of work role, responsibility and professional abilities
- relevant Acts and regulations
- building control legislation
- building codes and relevant Australian Standards
- building construction practice
- basic knowledge of property contracts and administrative requirements
- common hazards to public and personal safety associated with particular types of maintenance work in buildings
- occupancy rates and special conditions to be considered with particular services provided to tenants
- sources of information and assistance for property assets

- points of contact with emergency service agencies
- source site and resource requirements
- plan and arrange maintenance/repair work
- schedule and meet timelines and client requirements
- manage risk
- maintain assets
- interpret written and oral information
- complete documentation and report findings
- negotiate client/tenant requirements and access arrangements
- negotiate maintenance/repair process
- resolve conflict
- relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
- schedule tasks and report outcomes
- manage maintenance/repair problems

**QUALIFICATION: Certificate IV in Maintenance Management  
AQF Level 4**

**WORKSHOP TITLE:** *PM02 Scope Management*

**UNITS OF COMPETENCIES:**

BSBPMG401A Apply Scope Management Techniques  
(also in MM07)

**ELEMENTS OF COMPETENCY AND PERFORMANCE CRITERIA:**

BSBPMG401A Apply Scope Management Techniques

**BSBPMG401A/01 Contribute to Scope Definition**

- 1.1 Contribute to the identification of **project deliverables**
- 1.2 Contribute to the identification of measurable outcomes to enable evaluation of project performance
- 1.3 Contribute to the development of the **scope management plan**

**BSBPMG401A/02 Apply Project Scope Controls**

- 2.1 Undertake work in accordance with agreed project management plan and by using established **change control procedures and performance measurement procedures**
- 2.2 Monitor and control aspects of project scope and communicate instances of non-compliance with overall scope to the project manager and other team members
- 2.3 Measure progress to determine potential, perceived and actual scope changes
- 2.4 Appropriately report scope changes
- 2.5 Provide assistance in the review of project outcomes to determine the effectiveness of initial and subsequent scope management approaches

**EVIDENCE OF THE FOLLOWING IS ESSENTIAL:**

- Knowledge of project scope management methodologies
- Participation in the definition and management of scope in relation to multiple complex projects

**ASSESSMENT MUST ENSURE:**

- Access to project documentation which includes information about project scope and project team involvement

**QUALIFICATION: Certificate IV in Maintenance Management  
AQF Level 4**

**WORKSHOP TITLE: PM03 Planning and Scheduling Techniques**

**UNITS OF COMPETENCIES:**

BSBPMG402A Apply Time Management Techniques

**ELEMENTS OF COMPETENCY AND PERFORMANCE CRITERIA:**

BSBPMG402A Apply Time Management Techniques

**BSBPMG402A/01 Assist in the Development of Project Schedules**

- 1.1 Contribute, within **delegated authority**, to determining the duration and effort, sequence and dependencies of tasks to meet project objectives
- 1.2 Use **project scheduling tools and techniques** to help establish and integrate planned time management aspects of the schedule, resource allocation and financial requirements
- 1.3 Contribute to the agreement process and communication of the schedule to the client and other stakeholders

**BSBPMG402A/02 Apply Agreed Schedules**

- 2.1 Use techniques to measure, record and report progress of activities in relation to agreed schedules and plans
- 2.2 Record variance between actual and planned **progress** and report to **others** for remedial action
- 2.3 Contribute to forecasting the impact of changes on the schedule and analysis of options
- 2.4 Implement agreed changes to the schedule and update plans as directed to accommodate changing situations throughout the project

**BSBPMG402A/03 Participate in Assessing Time Management Outcomes**

- 3.1 Provide assistance in the **review of project outcomes** to determine the effectiveness of time management tools, techniques and approaches used
- 3.2 Report scheduling and time management issues and responses to project manager for application in future projects

**EVIDENCE OF THE FOLLOWING IS ESSENTIAL:**

- Application of time management techniques in relation to multiple complex projects
- Knowledge of tools and techniques for monitoring project schedules

**ASSESSMENT MUST ENSURE:**

- Access to workplace documentation such as diaries, progress reports, spreadsheets and other planning tools with timeframes linked to outcomes

**ELEMENTS OF COMPETENCY AND PERFORMANCE CRITERIA:**

**QUALIFICATION:** *Certificate IV in Maintenance Management*  
*AQF Level 4*

**WORKSHOP TITLE:** *PM04 Controlling and Capturing Costs*

**UNITS OF COMPETENCIES:**

BSBPMG403A Apply Cost Management Techniques

**ELEMENTS OF COMPETENCY AND PERFORMANCE CRITERIA:****BSBPMG403A Apply Cost Management Techniques****BSBPMG403A/01 Assist with the Development of the Project Budget**

- 1.1 Determine **estimated costs** for tasks and activities and communicate to *others* for inclusion in project budget
- 1.2 Map costs against duration/effort and resources allocated, and communicate to project manager for inclusion in the project plan, budget and expenditure flow
- 1.3 Contribute to the development of **cost management strategies and processes**, and financial authorisation within **delegated authority**

**BSBPMG403A/02 Monitor Project Costs**

- 2.1 Monitor income and expenditure against the agreed project plan and budgets to facilitate cost management throughout the project life cycle
- 2.2 Use established cost management methods, techniques and tools to identify and report variations in the budget to a higher project authority for action
- 2.3 Implement and monitor agreed actions and report progress to others to ensure cost objectives are achieved throughout the project life cycle

**BSBPMG403A/03 Contribute to Cost Finalisation Process**

- 3.1 Provide assistance in the finalisation and transfer of financial assets, liabilities and records to the client or relevant operational support agency
- 3.2 Provide assistance in the review of project outcomes by use of **project records**, to determine the effectiveness of initial and subsequent cost management strategies and processes
- 3.3 Report cost management issues and responses to project/program manager for application in future projects

**EVIDENCE OF THE FOLLOWING IS ESSENTIAL:**

- Application of cost management techniques in relation to budgets for multiple complex projects
- Knowledge of cost management tools and techniques

**ASSESSMENT MUST ENSURE:**

- Access to examples of project management budgets for multiple complex projects
- Knowledge of cost management tools and techniques

**ELEMENTS OF COMPETENCY AND PERFORMANCE CRITERIA:**  
**QUALIFICATION: *Certificate IV in Maintenance Management***  
***AQF Level 4***

**WORKSHOP TITLE: *OHS01 Occupational Health and Safety***

**UNITS OF COMPETENCIES:**

BSBOHS407A Monitor a Safe Workplace

**ELEMENTS OF COMPETENCY AND PERFORMANCE CRITERIA:**  
**BSBOHS407A Monitor a Safe Workplace**

**BSBOHS407A/01 Provide Information to the Work Group about Occupational Health and Safety Policies and Procedures**

- 1.1 Accurately explain relevant provisions of *Occupational Health and Safety legislation and codes of practice* to the work group
- 1.2 Provide information on the *organisation's Occupational Health and Safety policies, procedures and programs*, ensuring it is readily accessible by the work group
- 1.3 Regularly provide and clearly explain information about *identified hazards* and the outcomes of *risk assessment* and control to the work group

**BSBOHS407A/02 Implement and Monitor Participative Arrangements for the Management of Occupational Health and Safety**

- 2.1 Explain the importance of effective consultative mechanisms in managing health and safety risks
- 2.2 Implement and monitor consultative procedures to facilitate participation of work group in management of work are hazards
- 2.3 Promptly deal with issues raised through consultation, in accordance with *organisational consultation procedures*
- 2.4 Promptly record and communicate to the workgroup the outcomes of consultation over Occupational Health and Safety issues

**BSBOHS407A/03 Implement and Monitor the Organisation's Procedures for Providing Occupational Health and Safety Training**

- 3.1 Systematically identify Occupational Health and Safety training needs in line with organisational requirements
- 3.2 Make arrangements to meet Occupational Health and Safety training needs of team members in consultation with relevant individuals
- 3.3 Provide workplace learning opportunities, and coaching and mentoring assistance to facilitate team and individual achievement of identified training needs
- 3.4 Identify and report to management the costs associated with providing training for work team, for inclusion in financial plans

**BSBOHS407A/04 Implement and Monitor Procedures for Identifying Hazards and Assessing Risks**

- 4.1 Identify and report on hazards in work area in accordance with Occupational Health and Safety policies and procedures
- 4.2 Promptly action team member hazard reports in accordance with organisational procedures

**BSBOHS407A/05 Implement and Monitor the organisation's procedures for controlling risks**

- 5.1 Implement **procedures to control risks** using the hierarchy of controls and organisational requirements
- 5.2 Identify and report inadequacies in existing risk control measures in accordance with hierarchy of controls
- 5.3 Monitor outcomes of reported inadequacies, where appropriate, to ensure a prompt organisational response

**BSBOHS407A/06 Implement and monitor the organisation's procedures for maintaining Occupational Health and Safety records for the team**

- 6.1 Accurately complete and maintain **Occupational Health and Safety records** of incidents of occupational injury and disease in the work area in accordance with OHS legal requirements
- 6.2 Use aggregate information and data from work area records to identify hazards and monitor risk control procedures in work area

**EVIDENCE OF THE FOLLOWING IS ESSENTIAL:**

- Applying organisational management systems and procedures to OHS within workgroup area
- Applying procedures for assessing and controlling risks to health and safety associated with those hazards, in accordance with the hierarchy of controls
- Providing specific, clear and accurate information and advice on workplace hazards to workgroup
- Knowledge of legal responsibilities of employers, supervisors and employees in the workplace.

**ASSESSMENT MUST ENSURE:**

- Access to an actual workplace or simulated environment
- Access to office equipment and resources
- Examples of documentation relating to hazards in the work place
- Examples of documents relating to workplace safety, hazard identification and risk assessment.

**QUALIFICATION: Certificate IV in Maintenance Management  
AQF Level 4**

**WORKSHOP TITLE: MM08 Performance Indicators in Maintenance  
Management**

**UNITS OF COMPETENCIES:**

BSBPMG404A Apply Quality Management Techniques

**ELEMENTS OF COMPETENCY AND PERFORMANCE CRITERIA:**

**BSBPMG404A Apply Quality Management Techniques**

**BSBPMG404A/01 Contribute to Quality Planning**

- 1.1 Contribute to determining quality requirements of project stakeholders
- 1.2 Contribute to establishing quantifiable quality criteria for project outcomes and objectives
- 1.3 Source **information** to locate and interpret quality policy and procedures
- 1.4 Contribute to the development of quality requirements in the project plan and processes

**BSBPMG404A/02 Apply Quality Policies and Procedures**

- 2.1 Undertake work under **delegated authority** to implement **quality assurance** within the project in accordance with agreed quality standards and guidelines
- 2.2 Maintain records and documentation in accordance with set procedures to facilitate **quality control** and to provide an audit trail
- 2.3 Document and evaluate results of project activities and product performance to determine compliance with agreed quality standard
- 2.4 Report shortfalls in quality outcomes to **others** to enable appropriate action to be initiated

**BSBPMG404A/03 Contribute to Continuous Improvement Process**

- 3.1 Provide assistance in the ongoing review of project outcomes to determine the effectiveness of quality management activities
- 3.2 Report quality management issues and responses to **others** for application in future projects

**EVIDENCE OF THE FOLLOWING IS ESSENTIAL:**

- Application of quality management and continuous improvement techniques in relation to multiple complex projects
- Knowledge of quality auditing processes and requirements

**ASSESSMENT MUST ENSURE:**

- Access to examples of project management documentation used for quality control purposes
- Access to project team records

**QUALIFICATION: *Certificate IV in Maintenance Management*  
*AQF Level 4***

**WORKSHOP TITLE:** *MM07 Maintenance Operations Planning*

**UNITS OF COMPETENCIES:**

BSBPMG401A Apply Scope Management Techniques  
(also in PM02)

BSBPMG401A Apply Scope Management Techniques

**BSBPMG401A/01 Contribute to Scope Definition**

- 1.1 Contribute to the identification of **project deliverables**
- 1.2 Contribute to the identification of measurable outcomes to enable evaluation of project performance
- 1.3 Contribute to the development of the **scope management plan**

**BSBPMG401A/02 Apply Project Scope Controls**

- 2.1 Undertake work in accordance with agreed project management plan and by using established **change control procedures and performance measurement procedures**
- 2.2 Monitor and control aspects of project scope and communicate instances of non-compliance with overall scope to the project manager and other team members
- 2.3 Measure progress to determine potential, perceived and actual scope changes
- 2.4 Appropriately report scope changes
- 2.5 Provide assistance in the review of project outcomes to determine the effectiveness of initial and subsequent scope management approaches

**EVIDENCE OF THE FOLLOWING IS ESSENTIAL:**

- Knowledge of project scope management methodologies
- Participation in the definition and management of scope in relation to multiple complex projects

**ASSESSMENT MUST ENSURE:**

- Access to project documentation which includes information about project scope and project team involvement

**ELEMENTS OF COMPETENCY AND PERFORMANCE CRITERIA:**

**QUALIFICATION:** *Certificate IV in Maintenance Management*  
*AQF Level 4*

**WORKSHOP TITLE:** *PM20 MS Project Basic/Intermediate*

**UNITS OF COMPETENCIES:**

MCMT260A Use Planning Software Systems in  
Manufacturing

**ELEMENTS OF COMPETENCY AND PERFORMANCE CRITERIA:**

MCMT260A Use Planning Software Systems in Manufacturing

**MCMT260A/01 Use Interface**

- 1.1 Use keyboards, track ball/mouse and monitor and/or other peripherals to access system
- 1.2 Navigate through the system and the screens
- 1.3 Acknowledge messages
- 1.4 Input and output information in the required format

**MCMT260A/02 Access Information**

- 2.1 Obtain relevant data and information from the system
- 2.2 Identify the status of items in the *value chain*
- 2.3 Access historical data and information
- 2.4 Interpret information and prioritise actions

**MCMT260A/03 Take Appropriate Actions in Accordance with Procedures**

- 3.1 Take actions in response to information
- 3.2 Follow up as appropriate to ensure anticipated results have occurred
- 3.3 Record adjustments and variations according to procedures

**CRITICAL ASPECTS OF EVIDENCE:**

- Routine use of planning software as part of their job.

**EVIDENCE REQUIRED FOR DEMONSTRATION OF CONSISTENT PERFORMANCE:**

Evidence of routine use over an extended period should be available. Planning software systems will typically log all interactions with it. Interrogation of the planning software system will therefore provide evidence of the operator's use of it. Actions taken may also be accessible from the planning software itself, or may need other evidence available from the process.

**EVIDENCE CHECKLIST**

I have the evidence required for assessment for the following units:

- PRDPOD406A Coordinate Maintenance and Repair of Properties and Facilities
- BSBPMG402A Apply Time Management Techniques
- BSBPMG403A Apply Cost Management Techniques
- BSBOHS407A Monitor a Safe Workplace
- BSBPMG404A Apply Quality Management Techniques
- BSBPMG401A Apply Scope Management Techniques
- MCMT260A Use Planning Software Systems in Manufacturing