



# Diploma of Maintenance Management AQF Level 5

## 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:** *Diploma of Maintenance Management AQF Level 5*

**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:** *Diploma of Maintenance Management AQF Level 5*

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

**UNITS OF COMPETENCIES:**

BSBPMG502A Manage Project Scope

**ELEMENTS OF COMPETENCY AND PERFORMANCE CRITERIA:**

BSBPMG502A Manage Project Scope

**BSBPMG502A/01 Conduct Project Authorisations Activities**

- 1.1 Develop and confirm procedures for **project authorisation** with an **appropriate authority** as the basis for future project management activity and the commitment of resources and effort
- 1.2 Obtain authorisation to expend resources

**BSBPMG502A/02 Conduct Project Scope Definition Activities**

- 2.1 Identify project objectives, **deliverables**, constraints, exclusions, assumptions and principal work activities
- 2.2 Establish measurable project benefits and outcomes to enable evaluation of project performance
- 2.3 Establish agreement to a shared understanding of desired project outcomes with **relevant stakeholders**
- 2.4 Develop and implement scope management plan

**BSBPMG502A/03 Manage Application of Scope Controls**

- 3.1 Implement agreed **scope management** procedures and processes
- 3.2 Manage the impact of scope changes within established time, cost and quality constraints according to **change control procedures** and to meet project objectives
- 3.3 Review progress and record results to assess the effectiveness of scope management procedures
- 3.4 Identify and document scope management issues and recommended improvements, and pass on to higher project authority for application to future projects

**EVIDENCE OF THE FOLLOWING IS ESSENTIAL:**

- Demonstration of scope management for multiple complex projects
- Knowledge of scope management plans, tools, issues and likely challenges

**ASSESSMENT MUST ENSURE:**

- Access to workplace documentation used to document and manage project scope
- Consideration of feedback from project stakeholders regarding the management of project scope

**QUALIFICATION:** *Diploma of Maintenance Management AQF Level 5*

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

**UNITS OF COMPETENCIES:**

BSBPMG503A Manage Project Time

**ELEMENTS OF COMPETENCY AND PERFORMANCE CRITERIA:**

BSBPMG503A Manage Project Time

**BSBPMG503A/01 Determine Project Schedule**

- 1.1 Determine the duration and effort, sequence and dependencies of tasks from the scope definition as the basis for the project schedule
- 1.2 Obtain input and approval for the project schedule from stakeholders
- 1.3 Select and use **methods, techniques and tools**, within **delegated authority**, to determine preferred schedule, *time management plan/s*, resource allocation and financial requirements
- 1.4 Obtain agreement to the schedule from relevant project authority and communicate this agreement to stakeholders to provide the basis for measurement of progress

**BSBPMG503A/02 Implement Project Schedule**

- 2.1 Implement mechanisms to measure, record and report progress of activities in relation to the agreed schedule and plans
- 2.2 Conduct ongoing analysis of options to identify variances and to forecast the impact of changes to the schedule
- 2.3 Review progress throughout the project life cycle and implement agreed schedule changes to ensure consistency with changing scope, objectives and constraints related to time and resource availability.
- 2.4 Develop responses to perceived, potential or actual schedule changes, ensure agreement by a higher project authority, and implement to maintain project objectives.

**BSBPMG503A/03 Assess Time Management Outcomes**

- 3.1 Review project outcomes are from available *records* and information to determine the effectiveness of time management activities
- 3.2 Identify and document time management issues and recommended improvements, and pass on to relevant project authority for application in future projects.

**EVIDENCE OF THE FOLLOWING IS ESSENTIAL:**

- Demonstrated successful application of time management tools and techniques to ensure objectives are met on multiple complex projects
- Knowledge of time management methodologies, their capabilities, limitations, application and outcomes

**ASSESSMENT MUST ENSURE:**

- Access to workplace documentation, schedules, reports from project team
- Consideration of feedback from project stakeholders regarding the management of project time

**QUALIFICATION:** *Diploma of Maintenance Management AQF Level 5*

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

**UNITS OF COMPETENCIES:**

BSBPMG504A Manage Project Costs

**ELEMENTS OF COMPETENCY AND PERFORMANCE CRITERIA:**

BSBPMG504A Manage Project Costs

**BSBPMG504A/01 Determine Project Costs**

- 1.1 Determine resource requirements for individual tasks, with input from stakeholders and guidance from **others**
- 1.2 Estimate **project costs** to enable budgets to be developed and implement agreed cost management processes
- 1.3 Develop and implement a cost management plan, within **delegated authority**, to ensure clarity of understanding and ongoing management of project finances

**BSBPMG504A/02 Monitor and Control Project Costs**

- 2.1 Implement agreed **financial management processes and procedures** to monitor actual expenditure and to control costs
- 2.2 Select and use cost analysis methods and tools to identify cost variations, evaluate options and recommend actions to a higher project authority
- 2.3 Implement, monitor and modify agreed actions to maintain financial and overall project objectives throughout the project life cycle

**BSBPMG504A/03 Conduct Financial Completion Activities**

- 3.1 Conduct appropriate activities to signify financial completion
- 3.2 Review project outcomes using available records and information to determine the effectiveness of cost management processes and procedures
- 3.3 Review cost management issues and identify improvements

**EVIDENCE OF THE FOLLOWING IS ESSENTIAL:**

- Demonstrated evidence of monitoring project costs across the project life cycle for multiple complex projects
- Knowledge of budgeting processes, tool and techniques

**ASSESSMENT MUST ENSURE:**

- Access to workplace documentation including budgets, financial documents
- Consideration of feedback from project stakeholders on how costs were managed

**QUALIFICATION:** *Diploma of Maintenance Management AQF Level 5*

**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:** *Diploma of Maintenance Management AQF Level 5*

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

**UNITS OF COMPETENCIES:**

MNQGEN662A Establish Operational Performance Management System

**ELEMENTS OF COMPETENCY AND PERFORMANCE CRITERIA:**

MNQGEN662A Establish Operational Performance Management System

**MNQGEN662A/01 Identify and Research Organisation's Needs**

- 1.1 Analyse organisation goals, objectives and strategies to gain direction as to the type of research to be undertaken
- 1.2 Investigate and analyse site environments to develop options, strategies and anticipated outcomes
- 1.3 Clearly state in research briefs the objectives and outcomes, and the requirements for presentation of information
- 1.4 Develop and implement strategies that translate the objectives into the planning process
- 1.5 **Evaluate** existing system and equipment suitability taking into account operational requirements, and **legislative and organisation's requirements**
- 1.6 Research, *evaluate*, select and purchase new systems in line with operational and budget requirements, **legislative and organisation's requirements**
- 1.7 Analyse and interpret research information to establish options and opportunities

**MNQGEN662A/02 Prepare Business Plans/Budgets**

- 2.1 Involve internal and external **stakeholders** in the planning process in a way that uses their contribution effectively and gains their support for the outcomes
- 2.2 Prepare and present business plans/budgets including contingency plans in accordance with the organisation/s guidelines and requirements
- 2.3 Prepare plans that contain a clear statement of priorities and schedules
- 2.4 Provide optional strategies in the contingency plans in the event that the full *resource* requirement is not secured or the situation changes
- 2.5 Identify *resource* implications of the plans and strategies are devised for their acquisition and use
- 2.6 Develop implementation plans and schedules in line with operational requirements and agreed to by all stakeholders

**MNQGEN662A/03 Design and Implement Performance Indicators**

- 3.1 Set and agree to operating targets
- 3.2 Establish and monitor systems against human/financial/physical performance targets

### 3.3 Establish and gain agreement on reporting mechanisms

#### **MNQGEN662A/04 Monitor and Review Performance**

- 4.1 Interpret and analyse financial/human and physical information to monitor the relationship between budget/forecast/past performance and actual performance
- 4.2 Prepare and gain agreement on operating budgets by relevant stakeholders
- 4.3 Establish systems to monitor financial/human and physical performance using appropriate technology
- 4.4 Identify variations in performance and take actions to rectify out of specification results
- 4.5 Make recommendations regarding future planning within the organisation's continuous improvement processes
- 4.6 Produce and analyse management reports in accordance with company/auditors requirements

#### **CRITICAL ASPECTS OF EVIDENCE:**

The evidence required to demonstrate this competency must be relevant to mining operations. In additions to satisfying the requirements of all elements, performance criteria, required knowledge and skills, evidence must include demonstration of:

- knowledge of procedures, requirements and instructions to establish the operational performance management system in a mining operation
- implementation of appropriate procedures and techniques for the efficient and effective establishment of the operational performance management system in a mining operation, while complying with site risk control, health, safety, environmental, quality and communication requirements. This will include:
  - a) identification and documentation of relevant organisational policies and strategies for the establishing of the operational performance management systems
  - b) preparation and issuing of instructions on the implementations of the operational performance management system that is capable of achieving all of the organisation's needs
  - c) identifying and arrange the availability of the required resources for the safe, efficient and effective execution of the system
  - d) providing sound leadership and supervision of team in undertaking the implementation of the system

#### **ASSESSMENT REQUIREMENTS**

To successfully achieve competency recognition in this element you are required to provide verbal or documentary evidence in relation to your current and previous maintenance experience.

**QUALIFICATION:** *Diploma of Maintenance Management AQF Level 5*

**WORKSHOP TITLE:** *MM07 Maintenance Operations Planning &  
MM02 The Maintenance Working Environment*

**UNITS OF COMPETENCIES:**

WA50395MM02 Maintenance Operations Environment

**ELEMENTS OF COMPETENCY AND PERFORMANCE CRITERIA:**

**1. Determine Maintenance Strategies**

- 1.1 Information is obtained and analysed from internal and external sources to explore different options and innovations
- 1.2 Possible problems are identified by analysing information with cause and effect of options
- 1.3 Current and future anticipated client needs and aspirations are taken into account
- 1.4 Strategic options are identified and incorporated into planning process in appropriate timeframe
- 1.5 Identified options are in accord with anticipated organisational goals

**2. Manage Layout Planning**

- 2.1 Request for service is received, analysed and confirmed or modified by site inspection
- 2.2 Advice regarding conditions of supply, including permits and guarantees, is obtained and interpreted
- 2.3 Coordination issues with other stakeholders are resolved
- 2.4 Preliminary layout and cost estimates are prepared
- 2.5 Organisational agreement to conditions of supply and to proceed is obtained

**3. Contribute to Develop and Implement Strategies for Equipment Management over the Life of the Equipment**

- 3.1 Operations of available machinery and equipment are reviewed and matched to production processes and OHS requirements
- 3.2 Operation and servicing costs of machinery and equipment are calculated to justify total purchasing price
- 3.3 Machinery and equipment is accessed through organisation approved procurement options
- 3.4 Maintenance requirements of equipment are determined from manufacturer's instructions and the installation of maintenance facilities is supervised
- 3.5 Equipment maintenance schedules are drawn up according to manufacturers' instructions and recording of equipment use is supervised

## **4. Manage Maintenance Practices to Ensure Optimisation of Planning Operations**

- 4.1 Value for money from maintenance is defined
- 4.2 Systems and technologies are developed to facilitate cost efficient and effective operations and meet production, quality, waste, environmental and safety targets
- 4.3 Feedback is obtained from users on effectiveness of maintenance procedures and Processes
- 4.4 Condition of assets is checked regularly against criteria that ensure retention of function and value
- 4.5 Product / process flows are reviewed and systems monitoring and control procedures are established for optimum performance

### **CRITICAL ASPECTS OF EVIDENCE**

- Competence to manage machinery and equipment requires evidence of the ability to examine the specific needs of the production process and assess the applicability of specific kinds of machinery and equipment to these processes
- Ability to conduct detailed testing and evaluation of the machinery and equipment
- Employment of safe workplace practices including the elimination of occupational health and safety hazards
- Awareness of enterprise environmental practices to minimise negative impact
- Transferable machinery and equipment skills and knowledge to a different work environment

### **ASSESSMENT REQUIREMENTS**

The method of assessment should be discussed and agreed with the assessor prior to the commencement of the assessment.

### **PRODUCTS THAT COULD BE USED AS EVIDENCE INCLUDE:**

- Actions taken to address issues and problems within work team
- Actions taken to address resource shortfalls
- Advice and input into management decisions related to the operational plan
- Certificates or statements of achievement
- Contingency planning
- Designs, computer programs
- Financial plans and budgets
- Learning and development plans for team members
- Letters of validation from the workplace
- Operational plan
- Records of management lessons learning

- Reports, documents and products of work
- Resource planning
- Reviews of people management
- Risk management plans
- Rosters and staff allocation

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

- How ongoing planning and implementation has been conducted
- How policies were established, and contributions sought and used to develop new ideas and approaches
- How strategic and operational planning was conducted
- How strategies have been developed to ensure that information was collected and accessed
- Examples of how poor work performance and conflict was managed
- How contingency planning was undertaken
- How financial plans and budgets were formulated
- How key performance indicators were developed and used
- How performance management system was implemented within work team and how areas of under performance were identified and addressed
- How resource requirements have been researched and analysed, and management procedures addressed
- How strategies were developed to ensure that difficulties are addressed and solutions planned
- How team members were guided and supported in performing their role, including induction process for new team members

**QUALIFICATION:** *Diploma of Maintenance Management AQF Level 5*

**WORKSHOP TITLE:** *MM03 Root Cause Analysis*

**UNITS OF COMPETENCIES:**

MCMT280A Undertake Root Cause Analysis

**ELEMENTS OF COMPETENCY AND PERFORMANCE CRITERIA:**

MCMT280A Undertake Root Cause Analysis

**MCMT280A/01 Recognise Problems**

- 1.1 Identify equipment/plant characteristics indicative of a problem
- 1.2 Identify process conditions/product characteristics indicative of a problem
- 1.3 Use appropriate techniques/charts to define the problem

**MCMT280A/02 Implement Quick Fix**

- 2.1 Recommend/implement a quick fix within the scope of competency and authority

**MCMT280A/03 Determine Root Cause**

- 3.1 Identify a range of possible causes
- 3.2 Gather information to eliminate/confirm causes
- 3.3 Construct a cause and effect diagram from available data
- 3.4 Seek assistance as required
- 3.5 Identify root cause

**MCMT280A/04 Develop Permanent Solution**

- 4.1 Identify a range of method of eliminating the root cause/breaking the *cause tree*
- 4.2 Select the most appropriate solution
- 4.3 Liaise with relevant people
- 4.4 Recommend or implement solution within the limits of competency and authority
- 4.5 Monitor implementation and make improvements as required

**ASSESSMENT REQUIREMENTS**

The method of assessment should be discussed and agreed with the assessor prior to the commencement of the assessment.

**QUALIFICATION:** *Diploma of Maintenance Management AQF Level 5*

**WORKSHOP TITLE:** *PM06 Human Resources Management*

**UNITS OF COMPETENCIES:**

BSBPMG506A Manage Project Human Resources

**ELEMENTS OF COMPETENCY AND PERFORMANCE CRITERIA:**

BSBPMG506A Manage Project Human Resources

**BSBPMG506A/01 Implement Human Resource and Stakeholder Planning Activities**

- 1.1 Identify project stakeholders and verify their expectations in order to quantify project outcomes
- 1.2 Determine resources requirements for individual tasks, with input from stakeholders and guidance from a higher project authority, to determine project staffing levels and required competencies
- 1.3 Establish **project organisation and structure** to align individual and group competencies with project tasks
- 1.4 Allocate **staff** to the project with the approval of a higher project authority, to meet work requirements throughout the project life cycle
- 1.5 Develop and use **HRM methods, techniques and tools** to implement procedures and plans to ensure clarity of understanding and ongoing HRM

**BSBPMG506A/02 Implement Staff Training and Development**

- 2.1 Communicate designated staff responsibilities, authority and individual performance measurement criteria to the project team and other relevant stakeholders, to ensure clarity of understanding of the work and to provide a basis for ongoing assessment
- 2.2 Identify, plan and implement ongoing development and training of project team members to achieve HRM and overall project objectives, with agreement of a higher project authority
- 2.3 Measure individuals' performance against agreed criteria and initiate actions to overcome shortfalls in performance and encourage career progression

**BSBPMG506A/03 Manage the Project Team and Stakeholders**

- 3.1 Implement processes to promote continuous improvement of staff, and take actions to improve staff and overall project effectiveness
- 3.2 Monitor and report internal and external influences on individual and project team member performance and morale to a higher project authority, if necessary, for remedial action
- 3.3 Implement established procedures for interpersonal communication, counselling and conflict resolution to maintain a positive working environment
- 3.4 Continually review stakeholder expectations to resolve expectation variance and ensure the project is on track to deliver expected outcomes
- 3.5 Identify and manage inter-project and intra-project conflict to minimise impact on achievement of project objectives

3.6 Identify and document human resource and stakeholder management issues, and recommended improvements, and pass on to higher project authority for application in future projects

**EVIDENCE OF THE FOLLOWING IS ESSENTIAL:**

- Demonstrated evidence of successfully managing project staff so that outcomes were achieved on multiple complex projects
- Knowledge of HRM legislation, methods, techniques and tools

**ASSESSMENT MUST ENSURE:**

- Access to workplace documentation
- Consideration of feedback from project team and other stakeholders on how human resources were managed

**QUALIFICATION:** *Diploma of Maintenance Management AQF Level 5*

**WORKSHOP TITLE:** *MM05 Managing the Maintenance Inventory*

**UNITS OF COMPETENCIES:**

FNSACCT406B Maintain Asset and Inventory Records

**ELEMENTS OF COMPETENCY AND PERFORMANCE CRITERIA:**

FNSACCT406B Maintain Asset and Inventory Records

**FNSACCT406B/01 Comply with Organisational Asset Acquisition Procedures**

- 1.1 Approval and authorisation for purchase of assets is obtained
- 1.2 Quotes are obtained and other organisational purchase procedures are followed
- 1.3 All asset purchases **documentation** and invoices are reconciled
- 1.4 Assets received are checked for compliance with the quantity and quality as per documentation

**FNSACCT406B/02 Reconcile Asset Register and Inventory Records to General Ledgers**

- 2.1 All **asset expenditures** are reconciled in accordance with **organisation's policies, procedures and practices** to the accounting records
- 2.2 Discrepancies are identified and actioned according to organisation's policies, procedures and practices

**FNSACCT406B/03 Record Inventory Flows**

- 3.1 Purchase of inventory is recorded in subsidiary ledger
- 3.2 Asset register is established and maintained
- 3.3 Periodic and perpetual records are maintained
- 3.4 **Inventory flow assumptions** are applied as appropriate
- 3.5** Inventory is valued using appropriate **valuation rules**

**FNSACCT406A/04 Recognise New Assets and Asset Categories**

- 4.1 New asset categories are identified where appropriate
- 4.2 Proforma for input of asset details is prepared and processed accurately and in a timely fashion

**FNSACCT406B/05 Prepare Schedules and Ad Hoc Report**

- 5.1 Spreadsheets/**ad hoc reports** are prepared as requested

### **FNSACCT406B/06 Record Disposal of Fixed Assets**

- 6.1 Assets are disposed of in accordance with organisational procedures, ***relevant legislative requirements*** and under supervision of appropriate persons
- 6.2 ***Disposal price data*** is obtained and entered into accounting records
- 6.3 Accounting procedures are followed for the removal of assets from ledger and asset register

**QUALIFICATION:** *Diploma of Maintenance Management AQF Level 5*

**WORKSHOP TITLE:** *MM09 Reliability Centred Maintenance*

**UNITS OF COMPETENCIES:**

MCMT681A Develop a Proactive Maintenance Strategy

**ELEMENTS OF COMPETENCY AND PERFORMANCE CRITERIA:**

MCMT681A Develop a Proactive Maintenance Strategy

**MCMT681A /01 Determine appropriate analytical techniques**

- 1.1 Liaise with key stakeholders to determine objectives of maintenance strategy.
- 1.2 Examine current maintenance situation to determine major areas requiring improvement
- 1.3 Compare possible **strategies, techniques and tools** against organisational needs.
- 1.4 Select possible strategies, techniques and tools.
- 1.5 Confirm selected strategies, techniques and tools with key stakeholders.

**MCMT681A /02 Develop reliability strategies**

- 2.1 Select preferred maintenance strategy
- 2.2 Examine and adapt strategy to organisation needs and priorities
- 2.3 Examine and adapt techniques and tools required to implement strategy
- 2.4 Liaise with key stakeholders to develop and implementation plan
- 2.5 Identify key information and performance indicators required

**MCMT681A /03 Implement Strategy**

- 3.1 Identify data collection required.
- 3.2 Identify hardware and other resources required
- 3.3 Identify skill needed required in consultation with key stakeholders
- 3.4 Ensure all resources and training is available
- 3.5 Implement strategy

**MCMT681A /04 Monitor implementation of strategy**

- 4.1 Compare information/performance indicators with desired levels.
- 4.2 Liaise with key stakeholders regarding strategy issues
- 4.3 Identify areas requiring adjustment
- 4.4 Make required adjustments

**EVIDENCE MUST BE PROVIDED OF:**

- Ability to select appropriate strategies, techniques and tools and adapt them to organisations needs.
- Also ability to apply the strategies to new areas and improve their operation in **existing areas.**

**QUALIFICATION:** *Diploma of Maintenance Management AQF Level 5*

**WORKSHOP TITLE:** *PM05 Quality Management*

**UNITS OF COMPETENCIES:**

BSBPMG505A Manage Project Quality

**ELEMENTS OF COMPETENCY AND PERFORMANCE CRITERIA:**

**BSBPMG505A Manage Project Quality**

**BSBPMG505A/01 Determine Quality Requirements**

- 1.1 Determine **quality objectives** standards and levels, with input from stakeholders and guidance of a higher project authority, to establish the basis for quality outcomes and a **quality management plan**
- 1.2 Select and use established **quality management methods, techniques and tools** to determine preferred mix of quality, capability, cost and time
- 1.3 Identify quality criteria, obtain agreement from a higher project authority and communicate to stakeholders to ensure clarity of understanding and achievement of quality and overall project objectives
- 1.4 Include agreed quality requirements in the project authority and implement as basis for performance measurement

**BSBPMG505A/02 Implement Quality Assurance Processes**

- 2.1 Measure and document results of project activities and product performance throughout the project life cycle to determine compliance with agreed quality standards
- 2.2 Identify causes of unsatisfactory results, in consultation with the client, and recommend appropriate actions to a higher project authority to enable continuous improvement in quality outcomes
- 2.3 Conduct inspections of quality processes and **quality control** results to determine compliance of quality standards to overall quality objectives
- 2.4 Maintain a quality management system to enable effective recording and communication of quality issues and outcomes to a higher project authority and stakeholders

**BSBPMG505A/03 Implement Project Quality Improvements**

- 3.1 Review processes and implement agreed changes continually throughout the project life cycle to ensure continuous quality improvement
- 3.2 Review project outcomes against performance criteria to determine the effectiveness of quality management processes and procedures
- 3.3 Identify and document lessons learned and recommended *improvements*, and pass on to a higher project authority for application in future projects

**EVIDENCE OF THE FOLLOWING IS ESSENTIAL:**

- Demonstrated evidence of successfully managing project staff so that quality outcomes were achieved on multiple complex projects
- Knowledge of a range of quality management tools, techniques and methodologies

**ASSESSMENT MUST ENSURE:**

- Access to project documentation which includes quality criteria and evidence of quality monitoring and improvement practices
- Consideration of feedback from project stakeholders regarding project quality management

**QUALIFICATION:** *Diploma of Maintenance Management*  
*AQF Level 5*

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

**UNITS OF COMPETENCIES:**

MCMT460A Facilitate the Use of Planning Software Systems in Manufacturing

**ELEMENTS OF COMPETENCY AND PERFORMANCE CRITERIA:**

MCMT460A Facilitate the Use of Planning Software Systems in Manufacturing

**MCMT460A/01 Communicate Using the Planning Software System**

- 1.1 Send and receive information using planning software
- 1.2 Send and receive messages using planning software

**MCMT460A/02 Make Decisions Using Planning Software**

- 2.1 Interrogate the planning software system to find required current, historical or predicted information
- 2.2 Take actions appropriate to the information in accordance with procedures

**MCMT460A/03 Monitor the Use of Planning Software**

- 3.1 Routinely monitor planning software information and use along the *value* chain
- 3.2 Review performance and use of planning software with team

**MCMT460A/04 Support Team Use Planning Software**

- 4.1 Regularly communicate with team, both using planning software and face to face
- 4.2 Identify improvements required
- 4.3 Take appropriate actions to implement improvements

**CRITICAL ASPECTS OF EVIDENCE:**

- Evidence of competent use of planning software and also of assisting their team to use it effectively and efficiently

**EVIDENCE CHECKLIST**

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

- |             |  |                          |
|-------------|--|--------------------------|
| PRDPOD406A  | Coordinate Maintenance and Repair of Properties and Facilities   | <input type="checkbox"/> |
| BSBPMG502A  | Manage Project Scope   | <input type="checkbox"/> |
| BSBPMG503A  | Manage Project Time  | <input type="checkbox"/> |
| BSBPMG504A  | Manage Project Costs   | <input type="checkbox"/> |
| BSBOHS407A  | Monitor a Safe Workplace   | <input type="checkbox"/> |
| MNQGEN662A  | Establish Operational Performance Management System              | <input type="checkbox"/> |
| WA50395MM02 | Maintenance Operations Environment                               | <input type="checkbox"/> |
| MCMT280A    | Undertake Root Cause Analysis                                    | <input type="checkbox"/> |
| BSBPMG506A  | Manage Project Human Resources                                   | <input type="checkbox"/> |
| FNSACCT406B | Maintain Asset and Inventory Records                             | <input type="checkbox"/> |
| MCMT681A    | Develop a Proactive Maintenance Strategy                         | <input type="checkbox"/> |
| BSBPMG505A  | Manage Project Quality   | <input type="checkbox"/> |
| MCMT460A    | Facilitate the Use of Planning Software Systems in manufacturing | <input type="checkbox"/> |