

PRMPM17B Repair and maintain service equipment

Unit descriptor

This unit of competency covers the skills and knowledge required to repair and maintain service equipment used in the provision of pest management services. The unit requires the ability to implement an equipment maintenance plan and the planning and conducting of the equipment repairs and service. These work functions would be carried out within company guidelines.

ELEMENT	PERFORMANCE CRITERIA
1 Implement an equipment maintenance plan	<ul style="list-style-type: none">1.1 Develop and implement an <i>equipment maintenance plan</i> to maximise <i>equipment</i> effectiveness and in accordance with <i>manufacturers' specifications</i> and <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i>1.2 Establish program of periodic <i>equipment</i> inspections and ongoing monitoring in accordance with <i>manufacturers' specifications</i> and <i>legislative, OHS</i> and <i>company requirements</i>1.3 Conduct periodic <i>equipment</i> inspections and maintain inspection records in accordance with <i>manufacturers' specifications</i> and <i>OHS</i> and <i>company requirements</i>1.4 Monitor <i>equipment</i> user reports and assess need for <i>equipment</i> maintenance and emergency repairs in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i>1.5 Access specialist advice on complex or technical matters relating to <i>equipment</i> maintenance in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i>
2 Plan equipment service and repair	<ul style="list-style-type: none">2.1 Inform management and operators of scheduled <i>equipment maintenance plan</i> activities to enable development of effective work plans and minimise <i>equipment</i> downtime in accordance with <i>company requirements</i>2.2 Assess requirements for parts and labour to meet maintenance and repair needs in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i>

PRMPM17B Repair and maintain service equipment

ELEMENT

PERFORMANCE CRITERIA

- | | | |
|---|--------------------------------------|--|
| 3 | Conduct equipment service and repair | 2.3 Prepare all maintenance and repair tasks in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i> |
| | | 3.1 Clean and identify all <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i> |
| | | 3.2 Conduct all tasks using safe work practices in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i> |
| | | 3.3 Arrange inspections and approvals from relevant <i>authorities and agencies</i> in accordance with <i>environmental, legislative, OHS</i> and <i>company requirements</i> |
| | | 3.4 Return <i>equipment</i> to operational use upon completion of maintenance and servicing promptly in accordance with <i>company guidelines</i> |
| | | 3.5 Dispose of unserviceable <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i> |
| | | 3.6 Maintain work area in a clean and orderly manner in accordance with <i>environmental, legislative, OHS</i> and <i>company requirements</i> |
| | | 3.7 Complete and distribute <i>regulatory and company documentation</i> in accordance with <i>legislative</i> and <i>company requirements</i> |

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed alphabetically and may be present for this particular unit.

Authorities and agencies may include:

- certification and calibration agencies
- chemical regulators

PRMPM17B Repair and maintain service equipment

- government departments and agencies
- licensing bodies
- local government.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- employer and employee rights and responsibilities
- establishing operator identity with client
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- training (induction and refresher) materials
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- emergency chemical spill control measures
- environmental protection agency and government departments (e.g. agriculture, emergency services and national parks and wildlife) regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

*Extracted as a service to the Pest Management Industry, from
PRM04 Asset Maintenance Training Package developed by ANTA.*

PRMPM17B Repair and maintain service equipment

Equipment may include:

- broom
- bunding material
- camera
- dishes or bowls
- drills
- dusters
- electrical extension leads
- elevated work platforms
- equipment decontamination materials
- flexible light
- flushing agents
- generators
- hoses
- injectors
- knives
- ladders
- magnifying glass
- measuring jug
- mirrors
- personal protective equipment
 - contaminated clothing bag
 - cradles
 - dust mask
 - face shield
 - hair nets
 - hard hats
 - impervious gloves
 - overalls
 - respirator
 - safety boots
 - safety harness
- probes
- sand and other absorbent materials
- screwdrivers
- shovels and rakes
- sounding, moisture and movement detectors
- specimen bottles

*Extracted as a service to the Pest Management Industry, from
PRM04 Asset Maintenance Training Package developed by ANTA.*

PRMPM17B Repair and maintain service equipment

- spray equipment
- torches
- trays
- waste disposal containers.

Equipment maintenance plan may include:

- emergency procedures
- maintenance schedules
- replacement procedures
- routine service procedures.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- industry advisory standards and codes
- relevant Commonwealth/state/territory legislation and local government regulations which affect company operation:
 - anti-discrimination and diversity
 - building codes
 - chemical controls
 - chemical registers/manifests
 - consumer protection legislation
 - dangerous goods Acts and regulations
 - dangerous goods code
 - declared pest (plant and animal) reporting
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial relations
 - motor and commercial vehicle(s) transportation
 - motor licence and endorsement regulations
 - OHS Acts and regulations
 - privacy
 - public health
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- emergency response resources
- equipment operational manuals

PRMPM17B Repair and maintain service equipment

- government publications
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters) in work sites or vehicles
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- animal management/control procedures
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- health surveillance and monitoring (e.g. regular blood testing)
- hierarchy of hazard control procedures
- industry advisory standards
- information provided by national registration authority for chemical approval and state government authorities e.g. agriculture, environment protection, health and primary industry
- injury and dangerous occurrence reporting
- national and industry codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- routes of entry and potential symptoms of exposure from chemicals
- safe work practices for equipment, PPE and chemical storage including interpretation of MSDS and hazardous substance information e.g. long latency periods
- safety training, induction and refresher training
- selection and use of PPE and clothing appropriate to the hazard
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with MSDS
- use of residual current devices
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- withholding periods and spray drift.

PRMPM17B Repair and maintain service equipment

* Also known as workplace health and safety

Regulatory and company documentation may include:

- accident and incident reports
- certificates and notices
- equipment records
- invoices
- job sheets
- logbooks
- maintenance reports
- orders
- receipts
- service and maintenance records
- warranties.

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to repair and maintain service equipment. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the hazards and risks associated with pest management.
- Compliance with company and legislative/regulatory requirements.
- Conducting service equipment maintenance activities.
- Implementation and maintenance of an equipment maintenance plan.
- Knowledge of hierarchy of hazard control.
- Planning of maintenance activities.
- Selection of appropriate equipment and materials for the tasks.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Plant and equipment functions.
- Spare parts availability and supply.
- Maintenance schedules.
- Equipment types and functions.
- Product knowledge including manufacturers' specifications for equipment and products being used.
- OHS legislation and procedures.

PRMPM17B Repair and maintain service equipment

- Applicable regulations, codes of practice and industry advisory standards for securing, storing, using and disposing of chemicals.
- Routes of entry and potential symptoms of exposure from chemicals.
- Hazards and risks of storing, preparing, using and disposing of chemicals.
- Emergency response procedures.
- Injury, dangerous occurrence and incident reporting requirements.
- Enterprise maintenance and servicing policies and procedures.
- Documentation requirements.
- Company management structure and reporting procedures.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- diagnostic skills
- equipment operation
- applying correct manual handling techniques
- reading, interpreting and comprehending directions and safety instructions in equipment manuals, MSDS, safety warning signs and symbols, enterprise codes and on chemical labels
- communicating clearly and concisely using written and verbal modes
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis and within a team
- planning and organising work and scheduling
- time management
- sourcing, organising and recording information.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMPM26B Select and obtain pest management equipment and materials
- PRMPM28B Organise and operate a pest management vehicle.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue
- access to equipment specifications and maintenance schedules
- access to company procedures and policies for maintenance
- access to personal protective equipment
- access to plain English version of relevant statutes and procedures
- assessment instruments, including personal planner and assessment record book.

PRMPM17B Repair and maintain service equipment

Gaining evidence to assess this unit

For valid and reliable assessment of this unit the competency should be demonstrated in the field and is best obtained by the actual service and maintenance of operating equipment under normal industry operating conditions, or if this is not practicable, in a simulated work environment.

The competency should be demonstrated over a period of time and observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Supplementary evidence may be obtained from relevant written correspondence with existing and potential clients. This information must be relevant by showing evidence of the candidate's work performance.

Other forms of gaining evidence such as through oral questioning and hypothetical situations (scenarios) may be used to supplement (but not substitute for) the practical demonstration of competence.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

- | | | |
|------------------------------|---|---|
| 1 Perform the process | 2 Perform and administer the process | 3 Perform, administer and design the process |
|------------------------------|---|---|

How can communication of ideas and information be applied?	2	Discuss equipment maintenance and the monitoring plan with management.
How can information be collected, analysed and organised ?	2	Gather and analyse information about equipment for routine maintenance purposes.
How are activities planned and organised ?	1	Plan and organise preventative equipment maintenance plan.
How can teamwork be applied?	1	Discuss equipment operational or maintenance difficulties with team members to address common problems relating to equipment operation and maintenance.
How can the use of mathematical ideas and techniques be applied?	1	Calculate the expected time intervals between required maintenance inspections and develop appropriate maintenance schedules.
How can problem-	1	Involve management/clients/site managers,

PRMPM17B Repair and maintain service equipment

solving skills be applied?		supervisors and team members in formal and informal processes to identify causes of recurring problems arising from equipment use and maintenance and suggest potential solutions.
How can the use of technology be applied?	1	Record information about equipment and manufacturers' specifications for future use.
