

# ASTPC305

## Assess requirements and plan service provision for maintenance



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### Overview

This Unit is concerned with the supervisor's ability to plan the caretaking service, schedule activities and establish a quality management system.

It involves the ability to carry out a thorough inspection of the property, assessing its compliance with required standards and making a record of those aspects which will affect the planning and provision of the caretaking service.

It will involve competence in the preparation of plans and schedules for the caretaking service and also estimating the resources required.

It also is concerned with their competence in implementing an effective quality management system.

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### Performance criteria

#### Inspect Site

*You must be able to:*

- P1 establish the purpose of inspection and select appropriate methods for gathering and recording data
- P2 confirm permission for access before commencement
- P3 make sure observations and measurements necessary for the inspection are accurate and complete and recorded in agreed formats
- P4 make sure requirements for additional information concerning the site are identified accurately and obtained
- P5 where condition of site fails to satisfy statutory and organisational requirements, make sure problems are described clearly and notified to relevant parties
- P6 where applicable make sure probable causes of damage, loss and deterioration are investigated and special areas of concern are highlighted and referred to relevant parties
- P7 make sure records of inspection are clear, accurate and complete

#### Plan and schedule caretaking and maintenance service

*You must be able to:*

- P8 make sure plans and schedules for caretaking and maintenance accommodate all relevant requirements, take account of past experience and enable objectives to be met efficiently within constraints applying
- P9 make sure plans and schedules meet objectives for standards of customer care in accordance with organisational guidelines
- P10 make sure plans and schedules clearly and accurately identify resource requirements
- P11 prepare and present plans and schedules in accordance with approved formats and procedures
- P12 periodically review and revise plans and schedules as appropriate, to maintain progress, overcome disruptions and achieve objectives

#### Contribute to the development and implementation of quality management systems

*You must be able to:*

- P13 implement quality management systems in accordance with service agreements and organisational procedures
- P14 make sure service provision and quality is checked regularly against agreed requirements and meets specified standards
- P15 check methods of service provision and the use of equipment and materials regularly against agreed requirements and specified quality standards
- P16 make sure work and service provision which fails to meet required service quality standards is identified and corrective action is

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	implemented promptly and recorded
<b>Knowledge and understanding</b>	<b>Inspect Site</b>
<i>You need to know and understand:</i>	K1 how to inspect property and take, record and format observations and measurements necessary to identify condition
	K2 how to identify potential causes of damage, loss and deterioration
	K3 how to identify and describe conditions which do not conform to organisational and statutory requirements
	K4 requirements and purposes for inspection
	K5 the formats for observations and measurements
	K6 potential causes of damage, loss and deterioration
	K7 types of non conforming condition
	<b>Plan and schedule caretaking and maintenance service</b>
<i>You need to know and understand:</i>	K8 property caretaking and maintenance standards
	K9 how to present and communicate information
	K10 how to set objectives and problem solving techniques
	K11 principles and methods for formulating plans and schedules
	K12 standards of customer care relevant to the caretaking and maintenance service
	K13 resource availability and the constraints applying
	K14 organisational procedures
	K15 statutory regulations
	K16 customer requirements including the particular needs of those with special needs
	K17 contractual agreements
	K18 formats for plans and schedules
	K19 how to plan, schedule and allocate resources effectively
	K20 how to format and present plans and schedules
	K21 how to conduct a review of service provision
	K22 what constraints apply to caretaking and maintenance and why
	K23 what are the relevant provisions of legal, health and safety and other regulatory requirements applying and why these are important
	K24 what provision should be made in plans and schedules for customers with special needs
	K25 what the uses and limitations are of different maintenance planning tools
	<b>Contribute to the development and implementation of quality management systems</b>
<i>You need to know and understand:</i>	K26 how to establish quality management systems
	K27 how to establish systems for checking quality
	K28 quality management systems

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- K29 means of checking quality
- K30 service provision standards

### **General knowledge and understanding**

*You need to know and understand:*

- K31 the purposes of budgetary systems
- K32 where to get and how to evaluate the available information in order to be able to prepare a realistic budget
- K33 the importance of spending time on and consulting with others in preparing a budget
- K34 how to discuss, negotiate and confirm a budget with people who control the finance and the key factors that should be covered
- K35 how to use a budget to actively monitor and control performance for a defined area or activity of work
- K36 the main causes of variances and how to identify them
- K37 what different types of corrective action could be taken to address identified variances
- K38 how unforeseen developments can affect a budget and how to deal with them
- K39 the importance of agreeing revisions to the budget and communicating the changes
- K40 the importance of providing regular information on performance against the budget to other people
- K41 types of fraudulent activities and how to identify them
- K42 the importance of using the implementation of the budget to identify information and lessons for the preparation of future budgets

### **Industry/sector specific knowledge and understanding**

*You need to know and understand:*

- K43 factors, processes and trends that are likely to affect the setting of budgets in your industry/sector

### **Context specific knowledge and understanding**

*You need to know and understand:*

- K44 the area or activity for which the budget is for
- K45 the vision, objectives and operational plans for your area of responsibility
- K46 the budgeting period(s) used in your organisation
- K47 organisational guidelines and procedures for the preparation and approval of budgets and for monitoring and reporting of performance against budgets and revising budgets
- K48 the agreed budget, how it can be used and how much it can be changed without approval
- K49 the limits of your authority

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- K50 who needs information in your organisation about performance against your budget, what information they need, when they need it and in what format
- K51 what to do and who to contact if you suspect fraud has been committed

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