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## Overview

This standard identifies the competences you need to carry out scheduled servicing activities on assistive technology systems and equipment, in accordance with approved procedures. You will be required to carry out scheduled servicing on a range of assistive technology systems and equipment such as manual and powered wheelchairs, buggies and scooters, postural support systems, hoists, personal communication aids, walking aids, adjustable beds, pressure relief and distribution equipment, telecare alarm systems, aids for daily living, environmental control systems, associated battery charging systems for assistive technology systems and equipment.

Your responsibilities will require you to comply with organisational policy and procedures for the servicing tasks undertaken, and to report any problems with the servicing process, tools or equipment used that you cannot personally resolve, or that are outside your permitted authority, to the relevant people (such as the reporting of any actual or potential safety related problems to the appropriate regulatory body). You must ensure that all tools, equipment and materials used in the servicing activities are removed from the work area on completion of the activities, and that all necessary job/task documentation is completed accurately and legibly before handing over to the end user. You will be expected to work to instructions, either alone or in conjunction with others, taking personal responsibility for your own actions, and for the quality and accuracy of the work that you carry out.

Your underpinning knowledge will be sufficient to provide a sound basis for your work, and will enable you to adopt an informed approach to applying scheduled servicing procedures to assistive technology systems and equipment. You will have an understanding of the process of implementing scheduled servicing tasks, the importance of carrying them out at specific times, and of recording the outcomes and actions taken. In addition, you will be expected to report where the outcomes identify the need for further investigation or servicing work.

You will understand the safety precautions required when carrying out the servicing tasks, especially those for isolating the equipment. You will also understand your responsibilities for safety, and the importance of taking the necessary safeguards to protect yourself and others in the workplace.

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## Performance criteria

### You must be able to:

1. work safely at all times, complying with health and safety and other relevant regulations, directives and guidelines
2. follow the relevant servicing schedules to carry out the required work
3. carry out the servicing activities within the limits of your personal authority
4. carry out the servicing activities in the specified sequence and in an agreed timescale
5. report any instances where the servicing activities cannot be fully met or where there are identified defects outside the planned schedule
6. complete the relevant servicing records accurately and pass them on to the appropriate person
7. dispose of waste materials in accordance with safe working practices and approved procedures

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## Knowledge and understanding

### You need to know and understand:

1. the health and safety, infection control and de-contamination requirements of the work area and equipment being serviced, and the responsibility these requirements place on you
2. the appropriate working practices, and the need to respect the patient and carer in the patient environment, at home or in the community (where appropriate)
3. the statutory and advisory documentation relating to medical devices (such as Medical Devices Regulations, British and European standards, regulatory agency guidance and safety warnings)
4. the statutory documentation relating to lifting equipment and electrical safety checks (such as the lifting operations and lifting regulations and portable appliance testing)
5. the importance of reporting any 'adverse incidents' with the equipment to the regulatory authority
6. the isolation procedure or permit-to-work procedure that applies to the equipment being serviced
7. the specific health and safety precautions to be applied during the scheduled servicing activities, and their effects on others
8. the importance of wearing protective clothing and other appropriate safety equipment (PPE) during the servicing activities
9. the hazards associated with carrying out scheduled servicing activities on assistive technology systems and equipment (such as handling greases, stored pressure/force, misuse of tools), and how they can be minimised
10. how to obtain and interpret information from job instructions and other documentation used in the servicing activities (such as drawings, specifications, manufacturers' manuals, servicing schedules, symbols and terminology)
11. the various checks to be carried out during the scheduled servicing procedure
12. the procedure for obtaining the consumables to be used during the scheduled servicing activity
13. methods of checking that components are fit for purpose, and the need to replace 'lived' items
14. the importance of carrying out electrical safety tests on medical equipment, and the implications if this is not carried out (where appropriate)
15. how to check that any replacement components meet the required specification/operating conditions
16. how to make appropriate sensory checks (such as sight, sound, smell and touch)
17. the appropriate testing instructions to be adopted during the servicing activity

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18. how to make adjustments to components/assemblies to ensure that they function to specification
  19. the basic principles of how the assistive technology equipment functions, its operating sequence, the working purpose of individual units/components and how they interact
  20. how to complete scheduled servicing records/logs/reports, in accordance with company policy and procedures
  21. the equipment operating and control procedures, and how to apply them in order to carry out scheduled servicing
  22. the problems that can occur whilst carrying out the scheduled servicing tasks, and how they can be avoided
  23. the organisational procedure(s) to be adopted for the safe disposal of waste of all types of materials
  24. the extent of your own authority and to whom you should report if you have problems that you cannot resolve

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## Scope/range related to performance criteria

1. Carry out **all** of the following during the scheduled servicing activities:
  1. undertake the servicing activities in such a way as to cause minimal disruption to normal working
  2. use the correct issue of drawings and servicing documentation
  3. adhere to procedures or systems in place for risk assessment, COSHH, personal protective equipment and other relevant safety regulations
  4. ensure the correct equipment decontamination procedure has been adhered to before and after the maintenance activity (where appropriate)
  5. confirm with the authorised person that the equipment is ready for carrying out the scheduled servicing
  6. ensure the safe isolation of equipment (such as mechanical, electrical, gas, air or fluids)
  7. ensure that safe access and working arrangements have been provided for the servicing area
  8. carry out the scheduled servicing tasks, using appropriate techniques and procedures
  9. dispose of waste items in a safe and environmentally acceptable manner
  10. leave the work area in a safe and tidy condition
  
2. Carry out scheduled servicing activities on **two** of the following:
  1. manual wheelchairs, buggies and wheeled commodes
  2. powered wheelchairs and scooters
  3. powered aids for daily living (such as bath lifts, riser and recliner chairs)
  4. pressure redistribution and relief devices (such as alternating pressure cushions, mattresses and overlays)
  5. environmental control systems (such as telephones, intercom systems, remote controlled equipment)
  6. walking aids and other non powered aids for daily living (such as kitchen aids, grab rails and shower seats)
  7. posture support systems (such as modular and custom made)
  8. hoists
  9. telecare alarm systems
  10. adjustable beds
  11. personal communication aids
  
3. Carry out **all** of the following scheduled servicing activities:

1. monitoring the condition/deterioration of components
2. reviewing and checking equipment function and/or operation
3. recording the results of the scheduled servicing activity
4. reporting or taking action with regard to any defects that require immediate attention (such as replacing non-`lived' components)

**Plus six** more from the following:

5. removing excessive dirt and grime
6. removing any covers, casings or guarding
7. making visual checks (such as sight, sound, smell, touch)
8. replacing `lived' consumables (such as labels, covers, seals, hoses, connectors, switches, batteries)
9. checking that any safety equipment or controls are operating correctly
10. checking the operation of instrumentation (such as gauges, sensors and indicators)
11. making adjustments to components and connections
12. checking/tightening fastenings to the required torque
13. replenishing greases or other fluids (where appropriate)
14. carrying out electrical safety tests using the appropriate equipment

4. Carry out servicing of assistive technology systems and equipment in accordance with **both** of the following:

1. organisational guidelines and codes of practice
2. equipment manufacturer's servicing information

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5. Complete **one** of the following servicing records, and pass it to the appropriate person:

1. job card
2. specific company documentation
3. permit to work/formal risk assessment

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