

	<b>Unit ID: FM004</b>
<b>Domain</b>	<b>MAINTENANCE OPERATIONS</b>
<b>Unit Title:</b>	<b>Demonstrate knowledge of carrying out maintenance operations in a client's environment</b>
<b>Level: 2</b>	<b>Credits: 2</b>

### Purpose

This unit standard is intended for those who carry out facility maintenance operations. People holding credit for this unit standard are able to: Demonstrate knowledge of carrying out maintenance operations in a client's environment.

### Special Notes

1. Assessment evidence may be collected from a real workplace or a simulated workplace in which facility maintenance operations are carried out.
2. Regulations and legislation, including subsequent amendments, relevant to this unit standard may include but are not limited to the following:
  - Labour Act, No. 11, 2007;
  - Regulations relating to the Health and Safety of employees at work, 1997; and all industry specific regulations, legislations, code of practice, or code of conduct.

### Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website [www.nta.com.na](http://www.nta.com.na).

### Elements and Performance Criteria

#### Element 1: Demonstrate knowledge of carrying out maintenance operations in a client's environment

#### Range

Business etiquette may include but is not limited to treatment of employer, co-workers, and clients with respect and courtesy in a way that creates a pleasant work environment.

### **Performance Criteria**

- 1.1 Procedures for handling and/or protecting client property during maintenance operations are described in line with workplace requirements.
- 1.2 The importance of cleanliness, in the context of maintenance operations, is explained.
- 1.3 The importance of personal grooming and work attire is described.
- 1.4 The reason for scheduling maintenance operations during routine working hours, convenient for the client, is explained.
- 1.5 Business etiquette is demonstrated.

### **Registration Data**

<b>Subfield:</b>	Facility Maintenance
<b>Date first registered:</b>	
<b>Date this version registered:</b>	
<b>Anticipated review:</b>	
<b>Body responsible for review:</b>	Namibia Training Authority