

# Competency Standard

<b>UNIT TITLE:</b> MANAGE PHYSICAL ASSETS AND INFRASTRUCTURE		<b>NOMINAL HOURS:</b> 50
<b>UNIT NUMBER:</b> D1.HML.CL10.06    D1.HRM.CL9.11    D2.TRM.CL9.11		
<b>UNIT DESCRIPTOR:</b> This unit deals with the skills and knowledge required to manage physical assets and infrastructure in a range of settings within the hotel and travel industries		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>	
<p><b>Element 1: Develop strategies for systematic maintenance, repair and purchase of physical assets</b></p> <p><b>1.1</b> Develop strategies for managing <i>physical assets</i> that reflect overall enterprise business and marketing objectives</p> <p><b>1.2</b> Evaluate current and potential financial objectives and constraints in developing <i>asset management strategies</i></p> <p><b>1.3</b> Integrate all <i>occupational health, safety and welfare requirements</i> into physical asset management</p> <p><b>1.4</b> Develop and maintain an accurate and current <i>physical assets register</i> as part of the asset management strategy</p> <p><b>1.5</b> Incorporate maintenance and repair regimes, which minimise disruption and loss of revenue and which involve <i>appropriate specialists</i></p>	<p><b>Unit Variables</b></p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment.</p> <p>This unit applies to managing physical assets and infrastructure within the labour divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> <li>1. Front Office</li> <li>2. Housekeeping</li> <li>3. Food and Beverage Service</li> <li>4. Food Production</li> <li>5. Travel Agencies</li> <li>6. Tour Operation</li> </ol> <p><i>Physical assets</i> may include:</p> <ul style="list-style-type: none"> <li>• Buildings</li> <li>• Equipment</li> <li>• Fixtures, fittings and furnishings</li> </ul>	

<p><b>Element 2: Monitor the condition and performance of physical assets in the workplace</b></p> <p><b>2.1</b> Establish and implement <i>systems to ensure that the condition and performance of physical assets</i> are regularly reported and discussed within the enterprise</p> <p><b>2.2</b> Establish and implement systems to identify timely replacement of physical assets</p> <p><b>2.3</b> Make assessments of physical asset performance based on safety, operational efficiency and customer service quality</p> <p><b>2.4</b> Identify problems promptly and take appropriate action</p> <p><b>2.5</b> Identify the need for and access <i>appropriate specialist</i> assistance when required</p>	<ul style="list-style-type: none"> <li>• Vehicles</li> <li>• Gardens</li> <li>• Pools</li> <li>• Rides and games.</li> </ul> <p><i>Asset management strategies</i> may include:</p> <ul style="list-style-type: none"> <li>• Maintenance</li> <li>• Repair</li> <li>• Replacement.</li> </ul> <p><i>Occupational health, safety and welfare requirements</i> may include:</p> <ul style="list-style-type: none"> <li>• Routine servicing of equipment</li> <li>• Tagging electrical equipment</li> <li>• Reporting faults in assets</li> <li>• Recording near-misses and accidents when handling equipment.</li> </ul> <p><i>Assets register</i> may be used to:</p> <ul style="list-style-type: none"> <li>• Record, track and manage assets</li> <li>• Provide complete, accurate and timely data</li> <li>• Provide information for internal management and external financial reporting purposes.</li> </ul> <p><i>Appropriate specialists</i> may include:</p> <ul style="list-style-type: none"> <li>• Trades people</li> <li>• Professional cleaners</li> <li>• Contractors</li> <li>• Manufacturers</li> <li>• Assessors.</li> </ul>
<p><b>Element 3: Co-ordinate financing of physical assets</b></p> <p><b>3.1</b> Prepare accurate <i>work or equipment specifications</i> to guide the acquisition process</p> <p><b>3.2</b> Estimate acquisition costs based on evaluation of <i>current, accurate and relevant data</i>, including supplier quotations and estimates</p> <p><b>3.3</b> Make appropriate decisions on the acquisition of physical assets in accordance with enterprise policies and procedures</p>	

<p><b>3.4</b> Select <i>methods of financing</i> to meet in accordance with enterprise policies and procedures</p> <p><b>3.5</b> Implement the financing process in accordance with enterprise policies and procedures</p> <p><b>3.6</b> Make and keep accurate records of all financial agreements and related documents</p>	<p><i>Systems to monitor condition and performance of physical assets</i> may include:</p> <ul style="list-style-type: none"> <li>• Integration of reporting into day to day operating procedures</li> <li>• Regular management reports</li> <li>• Internal/external inspections and audits</li> <li>• Regular staff feedback</li> <li>• Analysis of maintenance costs over a period of time.</li> </ul> <p><i>Work or equipment specifications</i> may relate to:</p> <ul style="list-style-type: none"> <li>• Description of equipment or work to be provided</li> <li>• Standard of equipment or work to be provided</li> <li>• Purpose of equipment or work to be provided</li> <li>• Design and/or capability requirements.</li> </ul> <p><i>Current, accurate and relevant data</i> used for estimating costs may include:</p> <ul style="list-style-type: none"> <li>• Quotations from suppliers</li> <li>• Current maintenance contracts</li> <li>• Published or advertised prices</li> <li>• Previous contracts and costs.</li> </ul> <p><i>Methods of financing</i> may include:</p> <ul style="list-style-type: none"> <li>• Vendor financing</li> <li>• Capital lease</li> <li>• Overdraft</li> <li>• Direct purchasing.</li> </ul> <p><b>Assessment Guide</b></p> <p>The following skills and knowledge must be assessed as part of this unit:</p>
---	---

- Types of physical assets required within various travel and hotel enterprises
- Maintenance requirements for different types of physical assets
- Features and benefits of different financing options for asset acquisition, including purchase, lease and hire purchase
- Features of an assets register
- Overview of taxation arrangements in relation to the acquisition and disposal of physical assets
- Specific legislation relevant to the management and maintenance of physical assets, e.g. In relation to vehicles, food production equipment
- Environmental standards and requirements in relation to different types of physical asset.

**Linkages To Other Units**

- Lead and manage people
- Manage and implement small projects
- Develop and implement a business plan
- Develop new products and services
- Plan and establish systems and procedures
- Maintain financial standards and records.

**Critical Aspects of Assessment**

Evidence of the following is essential:

- Demonstrated ability to plan for and manage the acquisition, maintenance and replacement of physical assets within a specific tourism and hospitality workplace
- Demonstrated understanding of the financial and legal issues that impact on the management of physical assets
- Demonstrated ability to develop asset management strategies and financing arrangements for a specific business operation

- Demonstrated ability to implement knowledge of current financial data and regulations.

**Context of Assessment**

This unit may be assessed on or off the job

- Assessment should include practical demonstration either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge
- Assessment must relate to the individual's work area or area of responsibility.

**Resource Implications**

Training and assessment to include access to a real or simulated workplace that provides the candidate with an opportunity to demonstrate application of knowledge of financial and legal issues that impact on the management of physical assets to specific tourism and hospitality workplace situations and problems; and access to workplace standards, procedures, policies, guidelines, tools and current financial data and regulations.

**Assessment Methods**

The following methods may be used to assess competency for this unit:

- Case studies
- Observation of practical candidate performance
- Oral and written questions
- Portfolio evidence
- Problem solving
- Third party reports completed by a supervisor
- Project and assignment work.

<b>Key Competencies in this Unit</b>		
<i>Level 1 = competence to undertake tasks effectively</i>		
<i>Level 2 = competence to manage tasks</i>		
<i>Level 3 = competence to use concepts for evaluating</i>		
<b>Key Competencies</b>	<b>Level</b>	<b>Examples</b>
Collecting, organising and analysing information	3	Assess information to determine whether it is more economically viable to lease or purchase
Communicating ideas and information	2	Develop specifications that provide clear and concise information about enterprise needs
Planning and organising activities	3	Develop and monitor systems and work procedures to ensure effective management of physical assets
Working with others and in teams	2	Liaise with the accountant to develop optimum approaches to the acquisition of physical assets
Using mathematical ideas and techniques	2	Estimate costs and financial implications of asset acquisition
Solving problems	2	Develop and implement a system to provide ongoing maintenance during peak season, avoiding disruption to service and breakdowns
Using technology	2	Use spreadsheet technology to develop and assess different financial scenarios