



# ENMM20029 Maintenance Organisation

## Term 3 - 2022

Profile information current as at 20/04/2024 07:43 am

All details in this unit profile for ENMM20029 have been officially approved by CQUniversity and represent a learning partnership between the University and you (our student). The information will not be changed unless absolutely necessary and any change will be clearly indicated by an approved correction included in the profile.

## General Information

### Overview

This unit provides an introduction to maintenance organisation and strategies. Students will identify organisational needs of a maintenance unit and evaluate organisational structure. They will compare different maintenance organisation philosophies, strategies, and work processes and develop a rudimentary organisational structure for a maintenance unit meeting the regulatory requirements. Students will also research and evaluate changes in organisational philosophies driven by market trends and the industrial and regulatory environment including contracting strategies.

### Details

Career Level: *Postgraduate*

Unit Level: *Level 8*

Credit Points: 6

Student Contribution Band: 8

Fraction of Full-Time Student Load: 0.125

### Pre-requisites or Co-requisites

Prerequisite: ENMM20023 Introduction to Asset and Maintenance Management

Important note: Students enrolled in a subsequent unit who failed their pre-requisite unit, should drop the subsequent unit before the census date or within 10 working days of Fail grade notification. Students who do not drop the unit in this timeframe cannot later drop the unit without academic and financial liability. See details in the [Assessment Policy and Procedure \(Higher Education Coursework\)](#).

### Offerings For Term 3 - 2022

- Online

### Attendance Requirements

All on-campus students are expected to attend scheduled classes - in some units, these classes are identified as a mandatory (pass/fail) component and attendance is compulsory. International students, on a student visa, must maintain a full time study load and meet both attendance and academic progress requirements in each study period (satisfactory attendance for International students is defined as maintaining at least an 80% attendance record).

### Website

[This unit has a website, within the Moodle system, which is available two weeks before the start of term. It is important that you visit your Moodle site throughout the term. Please visit Moodle for more information.](#)

## Class and Assessment Overview

### Recommended Student Time Commitment

Each 6-credit Postgraduate unit at CQUniversity requires an overall time commitment of an average of 12.5 hours of study per week, making a total of 150 hours for the unit.

### Class Timetable

#### [Regional Campuses](#)

Bundaberg, Cairns, Emerald, Gladstone, Mackay, Rockhampton, Townsville

#### [Metropolitan Campuses](#)

Adelaide, Brisbane, Melbourne, Perth, Sydney

### Assessment Overview

#### 1. **Written Assessment**

Weighting: 30%

#### 2. **Written Assessment**

Weighting: 30%

#### 3. **Written Assessment**

Weighting: 40%

### Assessment Grading

This is a graded unit: your overall grade will be calculated from the marks or grades for each assessment task, based on the relative weightings shown in the table above. You must obtain an overall mark for the unit of at least 50%, or an overall grade of 'pass' in order to pass the unit. If any 'pass/fail' tasks are shown in the table above they must also be completed successfully ('pass' grade). You must also meet any minimum mark requirements specified for a particular assessment task, as detailed in the 'assessment task' section (note that in some instances, the minimum mark for a task may be greater than 50%). Consult the [University's Grades and Results Policy](#) for more details of interim results and final grades.

## CQUniversity Policies

**All University policies are available on the [CQUniversity Policy site](#).**

You may wish to view these policies:

- Grades and Results Policy
- Assessment Policy and Procedure (Higher Education Coursework)
- Review of Grade Procedure
- Student Academic Integrity Policy and Procedure
- Monitoring Academic Progress (MAP) Policy and Procedure – Domestic Students
- Monitoring Academic Progress (MAP) Policy and Procedure – International Students
- Student Refund and Credit Balance Policy and Procedure
- Student Feedback – Compliments and Complaints Policy and Procedure
- Information and Communications Technology Acceptable Use Policy and Procedure

This list is not an exhaustive list of all University policies. The full list of University policies are available on the [CQUniversity Policy site](#).

## Previous Student Feedback

### Feedback, Recommendations and Responses

Every unit is reviewed for enhancement each year. At the most recent review, the following staff and student feedback items were identified and recommendations were made.

#### Feedback from Have your say

##### **Feedback**

The presentation of the online lecture needs to improve to engage students.

##### **Recommendation**

A new lecturer more familiar with online lecture delivery will take this unit for the next offering (Term 1, 2022). This decision is also in line with some of the issues highlighted above. However, in addition to this change, the teaching team will implement improvements in the following areas: Use updated and engaging slides and teaching materials. This will include visuals, videos and appealing PowerPoint slides to make the content more exciting and interactive. Use teaching tools to enhance engagement, such as weekly visual quizzes embedded into Moodle. The teaching team will involve students in learning by asking questions, providing feedback, and collaborating with their peers. The lecturer will ensure participants can reflect on the weekly topics and engage with their peers during weekly sessions. The lecturer will also use real-life examples and case studies to connect with students. This will help them relate to the content and stay engaged throughout the lecture.

#### Feedback from Have your say

##### **Feedback**

The module notes have a lot of areas for improvement. There are case studies, tables and figures that are referred to but not part of any course material. Some of the case studies were part of the Strategies module but not everyone will have done that module to know that.

##### **Recommendation**

Module notes and other teaching resources, including lecture slides, study materials, case studies, and referenced tables and figures, will be reviewed and updated to ensure all materials are provided on Moodle. Additionally, module notes will be enhanced using a new design to improve engagement and access to the required study resources. This will allow all the relevant content, such as weekly module notes, figures and tables, to be stored in specific documents. Furthermore, the assessments will be updated, focusing on industry best practices such as ISO standards. A new marking rubric aligning with evaluations will be developed, and both documents will be placed on the Assessment block of Moodle. The teaching team will ensure the Moodle sections and content are user-friendly and easily accessible for students.

#### Feedback from Have your say

##### **Feedback**

With two lecturers and change in assessors mid term in T2 2021 was difficult to navigate who to discuss concerns.

##### **Recommendation**

The teaching team will ensure that at the start of each term, students are introduced to emergency contact points for the involved academics, and the UC and Lecturer contact details will be published on the Moodle site to avoid similar circumstances in the future.

## Unit Learning Outcomes

### **On successful completion of this unit, you will be able to:**

1. Compare between a chosen organisation's maintenance philosophies and strategies with best practice as a foundation for a risk management plan
2. Identify and communicate organisational needs of a maintenance unit
3. Evaluate organisational structure in a maintenance setup
4. Research and evaluate changes in organisational philosophies driven by market trends and the industrial and regulatory environment including contracting strategies
5. Develop a rudimentary organisational structure for a maintenance unit meeting the regulatory requirements through an Occupational Health & Safety (OHS) plan
6. Reflect on your role within your organisation and identify ways in which you can develop your professional network as outlined in a Human Resources Management Plan.

N/A

## Alignment of Learning Outcomes, Assessment and Graduate Attributes



### Alignment of Assessment Tasks to Learning Outcomes

Assessment Tasks	Learning Outcomes					
	1	2	3	4	5	6
<b>1 - Knowledge</b>	○	○	○	○	○	
<b>2 - Communication</b>	○	○	○	○	○	○
<b>3 - Cognitive, technical and creative skills</b>	○	○	○	○	○	
<b>4 - Research</b>	○		○	○	○	
<b>5 - Self-management</b>			○	○	○	○
<b>6 - Ethical and Professional Responsibility</b>	○	○		○	○	
<b>7 - Leadership</b>	○			○	○	
<b>8 - Aboriginal and Torres Strait Islander Cultures</b>						

## Textbooks and Resources

### Textbooks

**There are no required textbooks.**

### IT Resources

**You will need access to the following IT resources:**

- CQUniversity Student Email
- Internet
- Unit Website (Moodle)

## Referencing Style

All submissions for this unit must use the referencing style: [Harvard \(author-date\)](#)

For further information, see the Assessment Tasks.

## Teaching Contacts

**Arash Daemi** Unit Coordinator

[a.daemi@cqu.edu.au](mailto:a.daemi@cqu.edu.au)

## Schedule

### Week 1 - 07 Nov 2022

Module/Topic	Chapter	Events and Submissions/Topic
Course overview and Maintenance Objectives	Self-study#1 Week 1 eReading	<ul style="list-style-type: none"> <li>• Tutorial 1</li> <li>• Tutor will elaborate on assignment 1 requirements</li> </ul>

### Week 2 - 14 Nov 2022

Module/Topic	Chapter	Events and Submissions/Topic
ISO55000 overview and Work Classification	Self-study#2 Week 2 eReading	<ul style="list-style-type: none"> <li>• Tutorial 2</li> <li>• Quiz 2</li> <li>• General Discussion Forum on the weekly video</li> </ul>

### Week 3 - 21 Nov 2022

Module/Topic	Chapter	Events and Submissions/Topic
Human Factors in Maintenance Management	Self-study#3 Week 3 eReading	<ul style="list-style-type: none"> <li>• Tutorial 3</li> <li>• Quiz 3</li> <li>• General Discussion Forum on the weekly video</li> </ul>

### Week 4 - 28 Nov 2022

Module/Topic	Chapter	Events and Submissions/Topic
<ul style="list-style-type: none"> <li>• Human Resource Management Concepts</li> <li>• Human Resource Management Plan</li> </ul>	Self-study#4 Week 4 eReading Case Study: Diagnosing Maintenance System Problems: Theory and a Case Study	<ul style="list-style-type: none"> <li>• Tutorial 4</li> <li>• Quiz 4</li> <li>• General Discussion Forum on the weekly video</li> <li>• General Discussion Forum on Week 4 Case Study</li> </ul>

### Vacation Week - 05 Dec 2022

Module/Topic	Chapter	Events and Submissions/Topic
NO LECTURE OR TUTORIAL CLASSES		

### Week 5 - 12 Dec 2022

Module/Topic	Chapter	Events and Submissions/Topic
OH&S concept, policies, regulations, governance	Self-study#5 Week 5 eReading Case study: 40 year life cycle outlook for building assets Case study: RMIT property services accelerated journey to ISO55001 case	<ul style="list-style-type: none"> <li>• Tutorial 5</li> <li>• Quiz 5</li> <li>• General Discussion Forum on the weekly video</li> <li>• General Discussion Forum on Week 5 Case Studies</li> </ul>

### Week 6 - 19 Dec 2022

Module/Topic	Chapter	Events and Submissions/Topic
<ul style="list-style-type: none"> <li>• Stakeholders Management Plan</li> <li>• Maintenance Organisations</li> </ul>	Self-study#6 Week 6 eReading Case study: Sustainable asset management: a case study of drought-time water usage in south-east Queensland	<ul style="list-style-type: none"> <li>• Tutorial 6</li> <li>• Quiz 6</li> <li>• General Discussion Forum on the weekly video</li> <li>• General Discussion Forum on Week 6 Case Study</li> <li>• Assignment 1: Human Resource Management Plan; Due: Week 6</li> </ul> <p><b>Assignment 1: Human Resource Management Plan</b> Due: Week 6 Friday (23 Dec 2022) 11:45 pm AEST</p>

### Vacation Week - 26 Dec 2022

Module/Topic	Chapter	Events and Submissions/Topic

NO LECTURE OR TUTORIAL CLASSES

### Week 7 - 02 Jan 2023

Module/Topic	Chapter	Events and Submissions/Topic
Occupational Health and Safety Plan	Self-study#7 Week 7 eReading Case study: How an ISO55001-certified Management System transformed the approach to gas safety management	<ul style="list-style-type: none"><li>• Tutorial 7</li><li>• Quiz 7</li><li>• General Discussion Forum on the weekly video</li><li>• General Discussion Forum on Week 7 Case Study</li><li>• Tutor will elaborate on assignment 2 requirements</li></ul>

### Week 8 - 09 Jan 2023

Module/Topic	Chapter	Events and Submissions/Topic
Risk and Risk Management Concepts	Self-study#8 Week 8 eReading	<ul style="list-style-type: none"><li>• Tutorial 8</li><li>• Quiz 8</li><li>• General Discussion Forum on the weekly video</li></ul>

### Week 9 - 16 Jan 2023

Module/Topic	Chapter	Events and Submissions/Topic
Risk Management and Contingency Plan	Self-study#9 Week 9 eReading Case Study: Data-driven portfolio risk assessments transform asset management decision-making at Water Corporation	<ul style="list-style-type: none"><li>• Tutorial 9</li><li>• Quiz 9</li><li>• General Discussion Forum on the weekly video</li><li>• General Discussion Forum on Week 9 Case Study</li><li>• Assignment 2: Stakeholders Management and OH&amp;S Plans; Due: Week 9</li></ul> <p><b>Assignment 2: Stakeholders Management and OH&amp;S Plans</b> Due: Week 9 Friday (20 Jan 2023) 11:45 pm AEST</p>

### Week 10 - 23 Jan 2023

Module/Topic	Chapter	Events and Submissions/Topic
Maintenance Resource Structure	Self-study#10 Week 10 eReading	<ul style="list-style-type: none"><li>• Tutorial 10</li><li>• Quiz 10</li><li>• General Discussion Forum on the weekly video</li><li>• Tutor will elaborate on assignment 3 requirements</li></ul>

### Week 11 - 30 Jan 2023

Module/Topic	Chapter	Events and Submissions/Topic
Trends in Maintenance Organisations	Self-study#11 Week 11 eReading	<ul style="list-style-type: none"><li>• Tutorial 11</li><li>• Quiz 11</li><li>• General Discussion Forum on the weekly video</li></ul>

### Week 12 - 06 Feb 2023

Module/Topic	Chapter	Events and Submissions/Topic
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Revision of Week 1-11 materials

- Tutorial 12
- Unit Survey
- Assignment 3: Risk and Contingency Management Plan; Due: Week 12

**Assignment 3: Risk and Contingency Management Plan (Report, PPT and Video)** Due: Week 12 Friday (10 Feb 2023) 11:45 pm AEST

## Exam Week - 13 Feb 2023

Module/Topic	Chapter	Events and Submissions/Topic
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## Assessment Tasks

### 1 Assignment 1: Human Resource Management Plan

#### Assessment Type

Written Assessment

#### Task Description

This assignment is about the maintenance organisation of your chosen company and the way the human resources are organised. Here you will tell us about your own maintenance organisation. The assignment will cover materials from the topics covered from weeks 1-5. Detail requirements will be discussed in classes. Your answer to this assignment may be unique but expected major contents include the relevant regulatory requirements, maintenance and OH&S roles and responsibilities, reflection on the assigned roles and responsibilities, methods for expanding your professional network, evaluation of your organisation's structure, and references (books, articles, interviews, and other sources).

#### Assessment Due Date

Week 6 Friday (23 Dec 2022) 11:45 pm AEST

#### Return Date to Students

Week 8 Friday (13 Jan 2023)

#### Weighting

30%

#### Assessment Criteria

1. Demonstration of knowledge and comprehensive understanding (40%).
2. Application of concept into real life situation and communicating with several published/unpublished sources (40%).
3. Quality of presentation including neatness, appropriate use of figures and tables, clarity of expression including use of terminology, ease of reading, grammar and spelling, orderly and logical presentation, and use of diagrams/sketches for illustrations (10%).
4. Evidence of research beyond own experiences and course materials (05%).
5. Appropriate use of referencing (05%).

#### Referencing Style

- [Harvard \(author-date\)](#)

#### Submission

Online

#### Submission Instructions

Include a title page with your assignment and submit only in "word" format; NOT pdf. Tables must be in word format (not pictures).

#### Learning Outcomes Assessed

- Evaluate organisational structure in a maintenance setup
- Develop a rudimentary organisational structure for a maintenance unit meeting the regulatory requirements through an Occupational Health & Safety (OHS) plan

- Reflect on your role within your organisation and identify ways in which you can develop your professional network as outlined in a Human Resources Management Plan.

## 2 Assignment 2: Stakeholders Management and OH&S Plans

### Assessment Type

Written Assessment

### Task Description

In this assignment, you will develop management plans for a maintenance organisation of your chosen company. This includes research, analysis and planning different aspects of your own maintenance organisation. The assignment will cover materials from the topics covered from weeks 1-8. Detail requirements of the assessment will be discussed in classes, however, major parts of your answer to this assignment may include the stakeholders management and communication plan, OH&S plan, analysis of contracting strategies, and references (books, articles, interviews, and other sources).

### Assessment Due Date

Week 9 Friday (20 Jan 2023) 11:45 pm AEST

### Return Date to Students

Week 11 Friday (3 Feb 2023)

### Weighting

30%

### Assessment Criteria

1. Demonstration of knowledge and comprehensive understanding (40%).
2. Application of concept into real life situation and communicating with several published/unpublished sources (40%).
3. Quality of presentation including neatness, appropriate use of figures and tables, clarity of expression including use of terminology, ease of reading, grammar and spelling, orderly and logical presentation, and use of diagrams/sketches for illustrations (10%).
4. Evidence of research beyond own experiences and course materials (05%).
5. Appropriate use of referencing (05%).

### Referencing Style

- [Harvard \(author-date\)](#)

### Submission

Online

### Submission Instructions

Include a title page with your assignment and submit only in "word" format; NOT pdf. Tables must be in word format (not pictures).

### Learning Outcomes Assessed

- Compare between a chosen organisation's maintenance philosophies and strategies with best practice as a foundation for a risk management plan
- Identify and communicate organisational needs of a maintenance unit
- Research and evaluate changes in organisational philosophies driven by market trends and the industrial and regulatory environment including contracting strategies
- Reflect on your role within your organisation and identify ways in which you can develop your professional network as outlined in a Human Resources Management Plan.

## 3 Assignment 3: Risk and Contingency Management Plan (Report, PPT and Video)

### Assessment Type

Written Assessment

### Task Description

Assignment 3 has two parts: Part A – Question and Answers and the link of the presentation video (worth 30%) and Part B – a PowerPoint presentation and a 10 min presentation video. Altogether **TWO (2)** documents for uploading.

In the last assignment, you will apply the risk management concepts to your select maintenance organisation. This will be achieved through the analysis of the organisation's context and the development of a risk and contingency



management plan. For this assessment in addition to the written report, you will also present your risk and contingency management plan in the agreed schedule with your tutor. The assignment will cover materials from the topics covered from weeks 1-11. You will receive further details about the assessment requirements in classes, however, major parts of your answer to this assignment may include the application of risk management principles and framework to your selected maintenance organisation, analysis of the different aspects of the organisation's contractor management, maintenance risk and contingency management plan, analysis of the organisation's structure, and references (books, articles, interviews, and other sources).

**Assessment Due Date**

Week 12 Friday (10 Feb 2023) 11:45 pm AEST

**Return Date to Students**

Exam Week Friday (17 Feb 2023)

**Weighting**

40%

**Assessment Criteria**

1. Demonstration of knowledge and comprehensive understanding (40%).
2. Application of concept into real life situation and communicating with several published/unpublished sources (40%).
3. Quality of presentation including neatness, appropriate use of figures and tables, clarity of expression including use of terminology, ease of reading, grammar and spelling, orderly and logical presentation, and use of diagrams/sketches for illustrations (10%).
4. Evidence of research beyond own experiences and course materials (05%).
5. Appropriate use of referencing (05%).

**Referencing Style**

- [Harvard \(author-date\)](#)

**Submission**

Online

**Submission Instructions**

Submit two documents: Written Report in "word" format including the link of the presentation video (8-10 min), and a PPT presentation file

**Learning Outcomes Assessed**

- Compare between a chosen organisation's maintenance philosophies and strategies with best practice as a foundation for a risk management plan
- Identify and communicate organisational needs of a maintenance unit
- Evaluate organisational structure in a maintenance setup
- Research and evaluate changes in organisational philosophies driven by market trends and the industrial and regulatory environment including contracting strategies
- Develop a rudimentary organisational structure for a maintenance unit meeting the regulatory requirements through an Occupational Health & Safety (OHS) plan

## Academic Integrity Statement

As a CQUniversity student you are expected to act honestly in all aspects of your academic work.

Any assessable work undertaken or submitted for review or assessment must be your own work. Assessable work is any type of work you do to meet the assessment requirements in the unit, including draft work submitted for review and feedback and final work to be assessed.

When you use the ideas, words or data of others in your assessment, you must thoroughly and clearly acknowledge the source of this information by using the correct referencing style for your unit. Using others' work without proper acknowledgement may be considered a form of intellectual dishonesty.

Participating honestly, respectfully, responsibly, and fairly in your university study ensures the CQUniversity qualification you earn will be valued as a true indication of your individual academic achievement and will continue to receive the respect and recognition it deserves.

As a student, you are responsible for reading and following CQUniversity's policies, including the [Student Academic Integrity Policy and Procedure](#). This policy sets out CQUniversity's expectations of you to act with integrity, examples of academic integrity breaches to avoid, the processes used to address alleged breaches of academic integrity, and potential penalties.

### What is a breach of academic integrity?

A breach of academic integrity includes but is not limited to plagiarism, self-plagiarism, collusion, cheating, contract cheating, and academic misconduct. The Student Academic Integrity Policy and Procedure defines what these terms mean and gives examples.

### Why is academic integrity important?

A breach of academic integrity may result in one or more penalties, including suspension or even expulsion from the University. It can also have negative implications for student visas and future enrolment at CQUniversity or elsewhere. Students who engage in contract cheating also risk being blackmailed by contract cheating services.

### Where can I get assistance?

For academic advice and guidance, the [Academic Learning Centre \(ALC\)](#) can support you in becoming confident in completing assessments with integrity and of high standard.

### What can you do to act with integrity?



#### Be Honest

If your assessment task is done by someone else, it would be dishonest of you to claim it as your own



#### Seek Help

If you are not sure about how to cite or reference in essays, reports etc, then seek help from your lecturer, the library or the Academic Learning Centre (ALC)



#### Produce Original Work

Originality comes from your ability to read widely, think critically, and apply your gained knowledge to address a question or problem