
Reference and Instruction Guide

State Schools of Tomorrow Program

School Maintenance Program (External Finishes)

2008/2009



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1. Introduction

This reference and instruction guide outlines the management processes established for the 2008-09 State Schools of Tomorrow (SSoT) School Maintenance program and the roles and responsibilities of DETA, its regions and QBuild in delivery of the program.

This instruction guide refers to the 2008/09 SSoT Schools Maintenance External Finishes Program only.

The SSoT School Maintenance Program is designed to address the existing maintenance backlog in state schools. \$45m has been allocated for the 2008-09 financial year with projects specifically chosen from the element groups of building structure and external finishes. Projects nominated for the 2008-09 Special Maintenance Program have been excluded from the program.

The critical requirement of this program is to ensure that the commitments of the Minister for Education are met by delivering the agreed program of work and that total expenditure of budgets is achieved within the 08-09 financial year.

This guide can be accessed via the following link to the SSoT website
<http://education.qld.gov.au/tomorrows-schools/ssot-projects.html>

2. Program Delivery

The program includes almost 11,000 projects comprised of over 9000 projects under \$5000. Due to the significant volume of low value work and restricted timeframe remaining to deliver the program, QBuild and DETA have agreed to a process to ensure efficient delivery of the program.

QBuild will follow a flexible performance based delivery arrangement that delivers value for money and is structured to allow full delivery of the \$45m program. This will provide QBuild with the best opportunity and efficiencies to deliver a program that meets DETA requirements and in particular provides flexibility to allow a more effective bundling of like works and reduces the extensive time involved in preparing and awaiting approval of individual quotations.

2.1 Key Features

- Each project will be delivered within budget with no variation should the scope of work remain within the identified scope. Scope changes will only be considered wherever a significant omission of work was not fully identified in the condition assessment data (see Section 2.3 Exceptions);
- Individual quotations will not be supplied for approval and all projects will be delivered as identified in the bulk program to simplify and streamline administration and reporting.

- QBuild will review work and group like trades as necessary (e.g. painting) to develop packages for delivery. The method of delivery will be determined by each region to make use of local arrangements and maximise value for money and delivery efficiencies.
- Progress of the program will be jointly reviewed by QBuild and DETA on a monthly basis and identified savings will be returned to the program to fund further works.

2.2 Quality Assurance

DETA Regional Facility Managers/Account Managers will assist in the auditing of completed works on a selected sample of schools on a regular basis to review quality/accuracy of work and obtain school feedback. This process is detailed in section 3.0 Roles and Responsibilities.

An independent third party specialist (commissioned by DETA) will also inspect a representative sample of projects nominated by DETA for quality and cost management. This will be managed by the DETA FSB program manager.

2.3 Exceptions

A scope change will only be considered where there is a significant omission of work not fully identified by the description of work in the MAR (e.g. if asbestos or pre paint repairs are not identified in the MAR description of work).

Scope changes will require QBuild Central Office to prepare a pricing schedule for provision to the DETA FSB program manager to obtain approval, following review by an Independent Quantity Surveyor.

2.4 Withdrawals

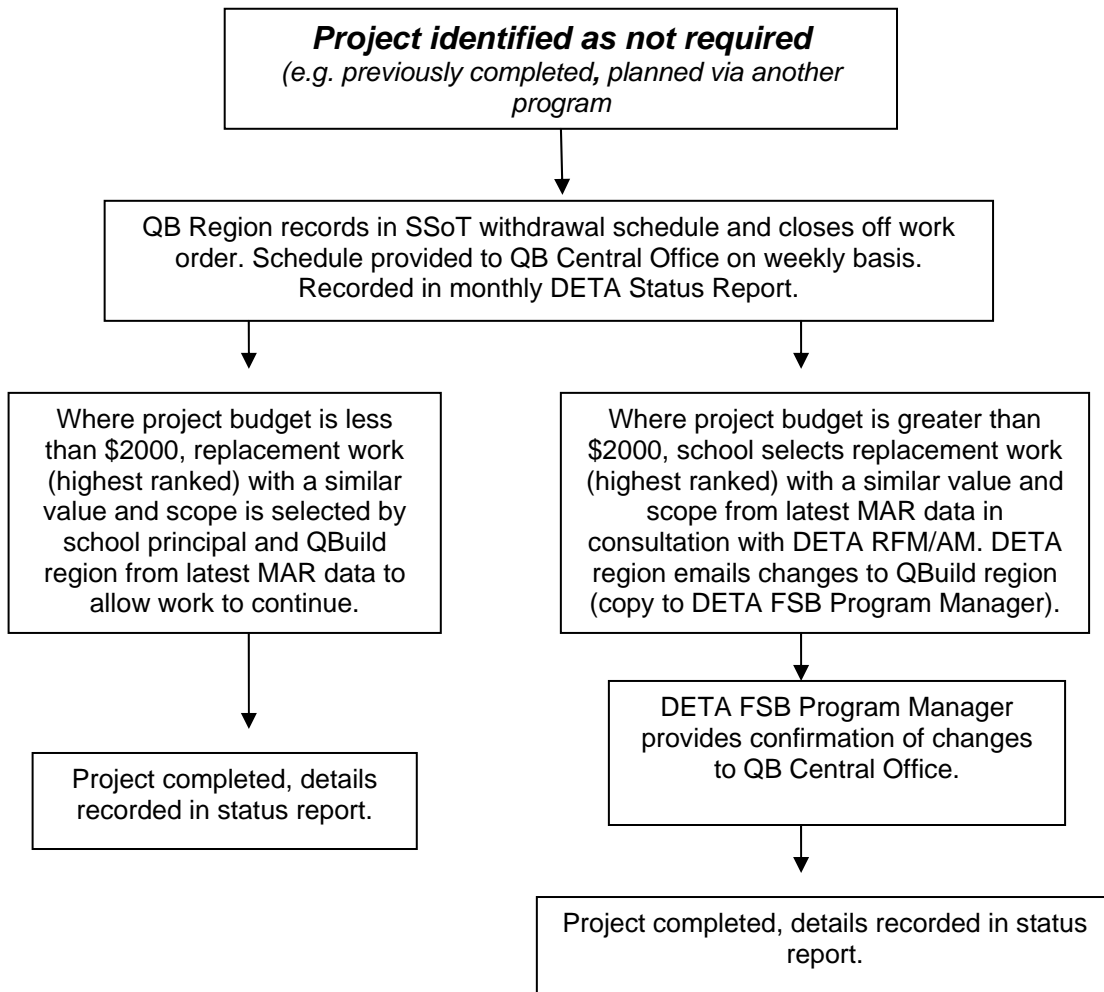
Projects identified as no longer required as a result of being previously completed, undertaken under another program e.g. Capital Works, or no longer necessary (e.g. building to be replaced) will be withdrawn from the program. Replacement projects at each site will be selected to the value of the withdrawn project.

Replacement projects under \$2000 in value will be immediately selected by the school principal in consultation with the QBuild region. Projects with the highest maintenance ranking are to be selected from the most recent QBuild MAR data within program scope and available budget.

Projects over \$2000 will be selected by schools in consultation with their DETA Regional Facility Manager/Account Manager following the same criteria listed above. DETA regions will immediately email the list of withdrawn and replacement projects to their QBuild region with a copy to the DETA FSB Program Manager.

Flowchart 2.4.1 outlines the process to be followed.

2.4.1 Treatment of Withdrawn Projects



3. Roles and Responsibilities

The program will be managed by DETA and QBuild Central Office. DETA Regional Facility Staff will play a significant role in ensuring that DETA is obtaining quality works by auditing a selection of completed projects and assisting in the selection of replacement works over \$2000 in value.

3.1 DETA Regions

- DETA Regional Facility Managers will contact schools to provide details of the projects included in the program and revalidate the currency of works.
- DETA Regional Facility Managers/Account Managers will assist schools in the selection of replacement projects greater than \$2000 in value wherever projects are found to be previously completed or no longer required (Section 2.4.1). Details of the withdrawn and replacement projects will be immediately emailed to QBuild regions with a copy provided to the DETA FSB Program Manager.

- Each quarter, DETA Regional Facility Managers/Account Managers will complete audits of a minimum of 20 projects at different schools in their region ensuring that at least 70% of the projects selected incorporate works that required scope change. These audits will allow for the quality and accuracy of work to be reviewed and to obtain school feedback. Projects selected should cover a range of building element categories i.e. building structure, hard surfaces, painting, roofing etc with the sample to include a component of high risk projects.
- This review will be undertaken with a QBuild regional representative and involve a desk top assessment of project documentation and a joint on-site inspection. Exceptions should be reported immediately to the DETA FSB Program Manager.
- A review and project checklist will be completed by the DETA regional representative and school principal or delegate (Attachment A) and forwarded to the DETA FSB Program Manager.
- DETA Regional Facility Managers/Account Managers will assist in following up overdue/delayed projects with QBuild regions. Notes should be provided in the 'DETA Regional Comments' section of the TRIM tracking spreadsheet (Section 4.0 Reporting).

3.2 QBuild Regions

- Within four (4) weeks of the official receipt of the Program, QBuild regions are required to develop and forward to QBuild Central Office an initial forecast of when each project on the program is expected to be delivered/completed.
- QBuild will as far as possible, schedule works in conjunction with other planned maintenance works e.g. routine maintenance, Special Maintenance Program, Capital Works Program. This will require negotiation with schools regarding timeframes for work prior to work being scheduled in order to achieve greater value for money and minimise disruption to schools.
- QBuild will email the school principal or delegate with sufficient notice prior to project commencement to ensure start dates are communicated.
- QBuild supervisors will certify all work is completed to quality standards by way of current Project Completion Certification Process involving schools.
- Projects that are no longer required will be treated as per 2.4.1 above.
- Where a scope change applies, QBuild regions will provide a schedule of projects to QBuild Central Office as required, allowing an independent Quantity Surveyor to be engaged by DETA to review the work.

- QBuild regional staff will assist DETA Regions with a joint assessment of completed works at a minimum of 20 projects in different schools in each region on a quarterly basis.

3.3 QBuild Central Office

- QBuild Central Office will provide DETA with a monthly report, within 10 days of the monthly billing run, detailing progress of the program.
- Where a scope change occurs, QBuild Central Office will advise the DETA FSB Program Manager who will engage an independent Quantity Surveyor to review the project. Following this review, a pricing schedule will be provided by QBuild to the DETA FSB Program Manager as required.
- QBuild and DETA will jointly on a monthly basis review the total program budget against the authorised project cost and should savings be realised against the overall program at that stage, QBuild will request further works to the value of the saving.

3.4 DETA Central Office

- The DETA FSB Program Manager will directly monitor progress on a monthly basis, ensuring comparisons between forecasted progress and actual progress and undertaking action as required.
- The DETA FSB Program Manager will monitor the overall progress of the program and report monthly to the SSoT Program Manager. This will include financial progress and the results of the independent Quantity Surveyor and school audit processes
- The DETA FSB Program Manager will approve scope changes provided by QBuild Central Office where expenditure remains within the overall program budget (including contingency). Where additional funding is required approval from ISB must be obtained
- The DETA FSB Program Manager will jointly on a monthly basis with QBuild, review the total budget against the authorised project cost and should savings be realised against the overall program, compile a list of additional works from the latest MAR data to the value of the saving for delivery.
- The SSoT Program Manager will present monthly reports to the SSoT Steering Committee and relevant groups.

4. Reporting

Each individual project is assigned a unique identification number, known as an AMU number. The same AMU number is used for projects that have multiple work orders e.g. one work order for design docs and one work order for actual work.

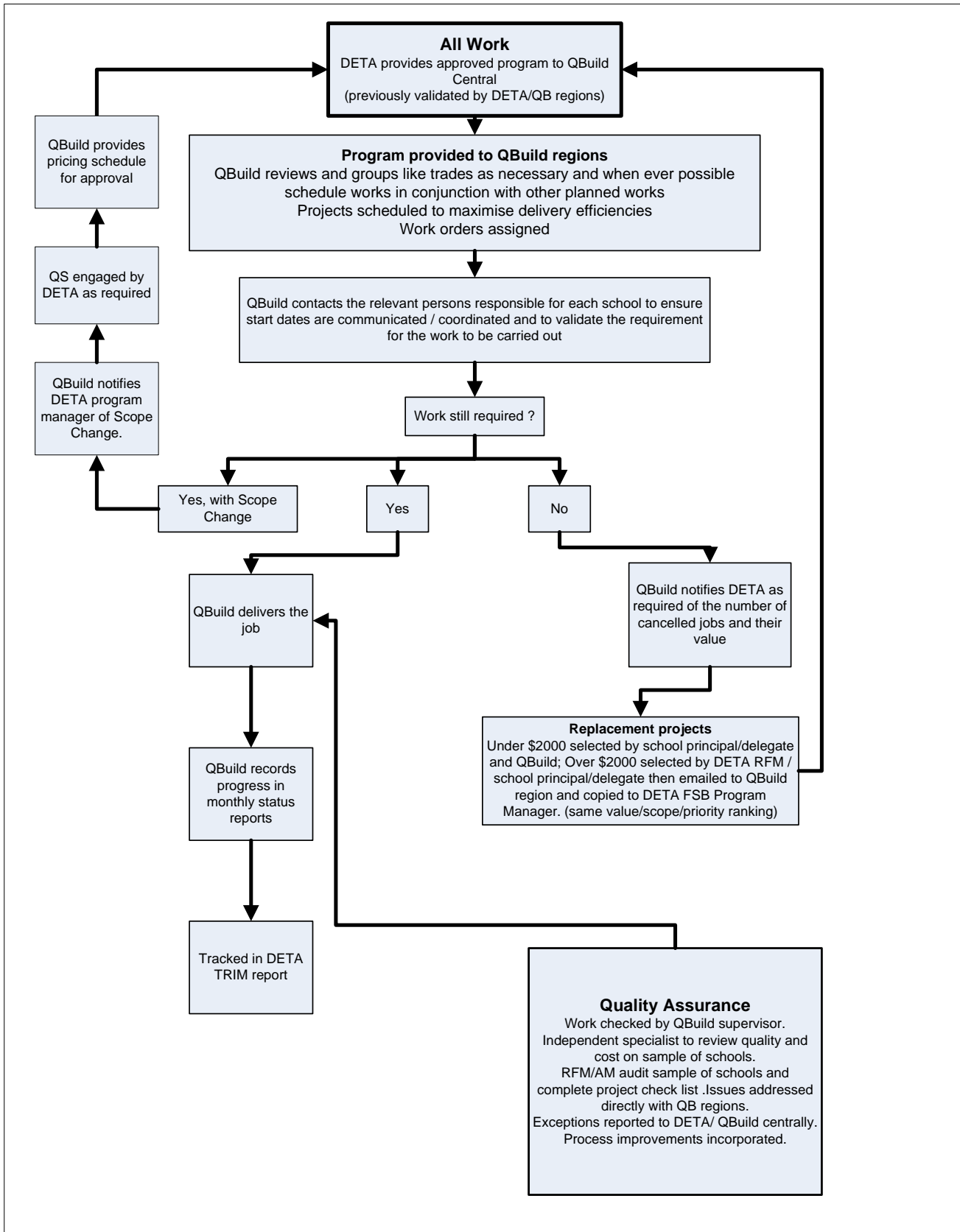
The monthly report provided by QBuild Central Office will detail the progress of the program and provide comparisons between forecasted progress and actual progress.

The report will be forwarded to the DETA FSB program manager electronically and will be tabled for discussion in hard copy during the monthly Corporate Management Team (CMT) and Joint Management Team (JMT) meetings.

The DETA Project details will be transferred to a tracking sheet in TRIM. The DETA FSB program manager will continually track the program and report as necessary.

**Tracking Sheet for 2008/2009 SSoT – Schools Maintenance Program TRIM
Ref: 08/XXXXX**

Workflow Process – SSoT School Maintenance



ATTACHMENT A

DETA/QBUILD:- STATE SCHOOLS OF TOMORROW PROJECT CHECKLIST for Month of/200...

QBuild Region:

School: **Project:**

Project Work Order NO: **Project Comp Date:**.....**Date Reviewed:**.....

	YES	NO	N/A	Comments		
1. Was this project identified on the State Schools of Tomorrow Program as previously advised by DETA?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2. Was school advised of planned start date on site in writing with sufficient notice prior to work commencing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3. If a late start, did the supervisor notify the school?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4. Were satisfactory Workplace Health & Safety process put in place. (Eg. BEMIR reports accessed, safety barriers used?)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5. Did the contractor/tradesperson report to Administration and view the BEMIR?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
6. Were the works inspected by QBuild during its progress?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
7. Were the works inspected by QBuild on completion?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
8. Has a completion certificate been signed off by QBuild and the school?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
9. Has the school been supplied with warranty details from QB?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
10. Is the school satisfied with the work and processes?	1	2	3	4	5
11. Is the DETA regional representative satisfied with the quality of work?	1	2	3	4	5
	LOW			HIGH		

Comments (if applicable):

SIGNED:.....DETA Regional Representative

ATTACHMENT A

GUIDING PRINCIPLES/NOTES FOR COMPLETING THE SSoT PROJECT CHECKLIST:

The aim of the SSoT project checklist is to demonstrate the quality and accuracy in the delivery of SSoT maintenance to schools by both DETA and QBuild. This is measured through the joint assessment of both QBuild's and DETA's compliance with agreed processes and standards. Each quarter, a representative from the DETA and QBuild Region are to jointly undertake a desk top assessment of 20 projects per Region at different schools for recently completed SSoT works. 70% of these projects are to include high risk projects that required major scope change in the delivery of work. Following completion of the desk top assessment, a joint on-site inspection will be undertaken to check the quality of the works and complete the SSoT Project Checklist.

1. In line with the move to annual programs of works and a more even work flow to QBuild, the intent is to have a "Plan" developed to allow this to occur. DETA regions will have confirmed the planned SSoT work to occur at each school at the commencement of the program.
2. (&3) The requirement to advise schools of scheduled start dates is imperative for their internal processes eg removal of equipment, rescheduling classes, etc. Similarly, QBuild arriving un-announced could result in resources being delayed or having to be re-directed to other works.
4. (&5) Schools have a responsibility for activities being undertaken on their facilities and accordingly need to be aware when workers are on site. The contractor/tradeperson reporting to the school office facilitates this as well as allow issues to be clarified/concerns raised where necessary. (Note that some schools now have the Sign-in register located with the BEMIR to ensure the BEMIR is accessed by the tradesperson when they attend the site.)
6. (7&8) For small, low cost, low risk works, there may not be any need to inspect the works during their progress. However, for more complex, higher cost, higher risk works, QBuild is required to provide a suitable level of quality assurance and control throughout the duration of the works. All works are to be inspected on completion. Various QBuild personnel may in fact undertake the "inspection" role including Client Service Officers, Workplace Health & Safety Auditors, Supervisors, Forepersons and Leading Hands.
9. The provision of warranty details to schools enables the school to help in the management of faulty materials and workmanship.
- *. To support the desk top assessment, DETA and QBuild representatives are to undertake a physical inspection of the projects being assessed with a minimum of 20 projects inspected at different schools in each region per quarter. 70% of the selected projects should be high risk projects that required scope change and cover a range of building element categories i.e. building structure, hard surfaces, painting, roofing etc. School feedback should be sought as part of this process.