CPPCLO3001 Maintain hard floor surfaces

Release: 2

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Modification History

Release 1   This version first released with CPP Property Services Training Package Version 4.0

Supersedes and is equivalent to CPPCLO2001A Maintain hard floor surfaces.

Release 2   This version first released with CPP Property Services Training Package Release 8.0.

Minor update in the Knowledge Evidence replaced the word 'distilling' with 'diluting'.

Application

This unit of competency specifies the outcomes required to clean and maintain hard floor surfaces, selecting the required equipment, chemicals and methods in order to perform the task safely and efficiently.

The unit supports cleaners who work alone or in teams. It applies to both manual and mechanical methods of cleaning hard floor surfaces in a range of commercial and residential work sites.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Assess hard floor to be cleaned.	1.1. *Floor type* and condition are assessed, *soil type* is identified, job requirements are reviewed, and issues are clarified.

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		1.2.	Work site *hazards* are assessed and risks controlled according to company, legislative, and *health and safety requirements*.
		1.3.	*Cleaning methods* for hard floor surface are selected according to company requirements.
		1.4.	*Equipment* is selected according to job requirements, checked for serviceability, and faults are rectified or reported before starting work.
		1.5.	*Cleaning chemicals* are selected and prepared according to task requirements.
		1.6.	*Personal protective equipment* (PPE) is selected and used according to manufacturer specifications, and health and safety and company requirements.
		1.7.	Signs and barricades are selected and installed according to health and safety, and company requirements.
		1.8.	Tasks are sequenced to ensure maximum efficiency for completing cleaning requirements.
		1.9.	Pre-existing damage is identified and reported according to company requirements.
2.	Clean hard floor surface.	2.1.	Furniture and fittings are removed to allow cleaning tasks to be performed.
		2.2.	Hard floor surface is cleaned using equipment, chemicals and cleaning techniques according to manufacturer specifications and legislative, health and safety, and company requirements.
		2.3.	Treated area is compared with surrounding surface to determine need for further action according to company requirements.
3.	Tidy work site.	3.1.	Collected soil and waste are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements.
		3.2.	Furniture and fittings are returned to original position according to job requirements.
		3.3.	Signs and barricades are removed according to health and safety, and company requirements.

4.	Clean and safety check equipment, and store equipment and chemicals.	4.1.	Equipment and PPE are cleaned, safety checked and stored according to manufacturer specifications and environmental, health and safety, and company requirements.
		4.2.	Unused chemicals are stored or disposed of according to manufacturer specifications, and health and safety and company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	**Performance feature**
Numeracy skills to:	• dilute and mix required chemicals using whole numbers and routine fractions.
Oral communication skills to:	• ask questions to clarify job requirements.
Reading skills to:	• interpret simple, structured manufacturer instructions when using equipment and preparing chemicals • interpret directions and safety instructions, including: 　• equipment operating manuals 　• product labels 　• safety data sheets (SDS).
Writing skills to:	• document and report faults in equipment to manufacturer and other personnel.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Floor types must include at least two of the following:	• brick • ceramic tiles • concrete • cork • marble

- parquetry
- pavers
- polished or unpolished wood
- proprietary flooring
- quarry tiles
- rubber
- slate
- terrazzo
- vinyl.

Soil types must include at least three of the following:

- beverage
- cigarette butts
- dust
- food
- gravel
- heavy dirt build-up
- hospital waste
- industrial and chemical waste
- liquids
- oil
- paint
- paper
- rainwater
- stones
- tar.

Hazards that must be assessed include:

- biological and environmental contaminants
- chemical exposure via absorption, ingestion and inhalation
- chemical reactivity
- dust and fibre particulates
- electrical
- environmental allergens
- explosions
- fatigue
- fire
- manual handling
- noise
- poor ventilation
- slips, trips and falls
- syringes and sharps
- working in confined spaces.

Health and safety requirements must

- access to communication devices when working alone
- compliance with Safe Work Australia regulations and guidelines
- electrical equipment test and tag compliance

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include:	• emergency response procedures
	• environmental controls
	• hazard signs and barricades
	• health and safety induction and refresher training
	• manual handling techniques
	• processes for safely dispensing chemicals
	• risk assessment procedures, including:
	  • hazardous chemicals register
	  • hierarchy of control
	  • job safety analyses (JSA) for low-risk situations
	  • safe work method statements (SWMS) for high-risk situations
	  • incident reporting
	• SDS
	• selection and use of required PPE
	• storage and maintenance of equipment according to manufacturer specifications
	• use of first aid according to SDS information.

Cleaning methods must include at least two of the following:	• air blowing • automatic floor scrubbing • dry buffing • dust mopping and sweeping • low-water cleaning methods, such as using microfibre cleaning products • scrubbing • spray buffing • wet mopping.
Equipment must include at least two of the following:	• air blowers • brooms • cleaning cloths • cleaning trolleys • damp mops • doodle bag holder • dust mops • dustpans and brushes • hospital mops • mechanical sweepers • microfibre products • mop buckets • scouring pads • split mops • squeegees

	• water hoses.
Cleaning chemicals must include at least one of the following:	• acid cleaners
	• alkaline cleaners
	• low environmental impact chemicals
	• neutral cleaners
	• solvent cleaners.
Personal protective equipment must include at least two of the following:	• disposable respirators
	• protective clothing
	• safety shoes.

Unit Mapping Information

CPPCLO2001A Maintain hard floor surfaces

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b