



Australian Government

CPPCLO3037 Clean external surfaces

Release: 2

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Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCLO2037A Clean external surfaces. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to use cleaning equipment, chemicals and materials to remove soil from external surfaces. It covers assessing the extent of the cleaning task; selecting required equipment, chemicals and cleaning methods; and performing the task safely from ground level using extension poles if height access is required.

The unit supports cleaners who work alone or in teams. It applies in a range of commercial and residential work sites. The unit does not apply to specialised cleaning of sandstone and heritage buildings.

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. Plan and prepare.
 - 1.1. Type and condition of *external surface* are assessed, *soil type* is identified, job requirements are reviewed, and

- issues are clarified.
- 1.2. Work site **hazards** are assessed and risks controlled according to company, legislative, and **health and safety requirements**.
 - 1.3. Cleaning techniques are confirmed 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. Required **cleaning chemicals** are selected and prepared.
 - 1.6. **Personal protective equipment** (PPE) is sourced according to manufacturer specifications, and health and safety and company requirements.
 - 1.7. Signs and barricades are installed according to health and safety, and company requirements.
 - 1.8. Pre-existing damage is identified and reported according to company requirements.
2. Clean and tidy work site.
 - 2.1. Surface area is pre-sprayed with cleaning chemicals if required according to manufacturer specifications.
 - 2.2. Surface area is cleaned using selected and prepared equipment, chemicals and cleaning techniques to remove visible dirt and grime.
 - 2.3. Surface area is rinsed and wiped or squeegeed to remove streaks and excess water.
 - 2.4. Cleaning process is repeated if required for heavy staining.
 - 2.5. Collected soil and waste are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements.
 - 2.6. Signs and barricades are removed according to health and safety, and company requirements.
 3. Clean and safety check equipment, and store equipment and
 - 3.1. Equipment and PPE are cleaned, safety checked and stored according to manufacturer specifications and environmental, health and safety, and company requirements.

- chemicals.
- 3.2. 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:	<ul style="list-style-type: none"> • dilute and mix required chemicals using whole numbers and routine fractions.
Oral communication skills to:	<ul style="list-style-type: none"> • ask questions to clarify job requirements.
Reading skills to:	<ul style="list-style-type: none"> • interpret simple, structured manufacturer instructions when using equipment and preparing chemicals • interpret directions and safety instructions, including: <ul style="list-style-type: none"> • equipment operating manuals • product labels • safety data sheets (SDS).
Writing skills to:	<ul style="list-style-type: none"> • document and report faults in equipment to manufacturer and other personnel.
Teamwork skills to:	<ul style="list-style-type: none"> • work collaboratively with others at the same work site.
Problem-solving skills to:	<ul style="list-style-type: none"> • identify and select cleaning products and equipment for a range of external surfaces.

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.

- External surfaces*** must include at least three of the following:
- aluminium
 - brick
 - ceramic
 - concrete
 - marble

- metal
- polymer resin
- rendered surfaces
- terrazzo
- wood.

Soil types must include at least two of the following:

- food and beverage stains
- graffiti
- human and animal waste
- mould
- mud and soil
- scuff marks.

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 include:

- access to communication devices when working alone
- compliance with Safe Work Australia regulations and guidelines
- electrical equipment test and tag compliance
- 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.
- Equipment** must include at least two of the following:
- buckets
 - cloths
 - extension poles
 - extraction units for contaminated waste
 - garbage bins
 - microfibre products
 - nylon scourer pads
 - scrapers
 - scrubbing brushes
 - soft bristle brooms
 - spray bottles
 - squeegees
 - water-fed brooms.
- Cleaning chemicals** must include at least one of the following:
- acid cleaners
 - alkaline cleaners
 - low environmental impact chemicals
 - neutral cleaners.
- Personal protective equipment** must include at least two of the following:
- disposable respirators
 - eye protection
 - gloves
 - high visibility vests
 - masks
 - safety shoes
 - sun protection
 - wet-work clothing.

Unit Mapping Information

CPPCLO2037A Clean external surfaces

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>