Australian Government

Department of Education, Employment and Workplace Relations

CPP31111 Certificate III in Carpet Cleaning Operations

Release: 1

INDUSTRY
SKILLS
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CPP31111 Certificate III in Carpet Cleaning Operations

Modification History

Not applicable.

Description

This qualification applies to carpet cleaners requiring specialist and comprehensive skills. They may be self-employed or operators, and are capable of working autonomously while being overseen by area supervisors or managers.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	• listen to and understand work instructions, directions and feedback • speak clearly and directly to relay information • read and interpret workplace related documentation, such as work instructions, manufacturer specifications and product labels • write reports and documentation • interpret the needs of team members from clear information and feedback • apply basic numeracy skills to workplace requirements involving measuring and counting • share information with other staff, colleagues, clients and others • communicate with colleagues and supervisors regarding safe work practices and own work role
Teamwork	• work as an individual and a team member • work with diverse individuals and groups • apply knowledge of own role as part of a team • identify and use the strengths of other team members
Problem-solving	• develop practical and creative solutions to workplace problems • assess and apply environmentally sustainable solutions • develop appropriate responses to workplace safety matters • show independence and initiative in identifying problems • solve problems individually or in teams • apply a range of strategies in problem solving • use numeracy skills to solve problems, including time management and simple calculations • test assumptions and take context into account • listen to and resolve concerns in relation to workplace issues • resolve client concerns relative to workplace responsibilities
Initiative and enterprise	• adapt to new situations • be creative in response to workplace challenges • identify opportunities that might not be obvious to others • generate a range of options in response to workplace matters • translate ideas into action • develop innovative solutions within established guidelines

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Planning and organising	• collect, analyse and organise information • use basic business systems for planning and organising • be appropriately resourceful • take initiative and make decisions within workplace role and authorised limits • work within or establish clear work goals and deliverables • determine or apply required resources • allocate resources to tasks and workplace requirements • manage time and priorities • adapt resource allocations to cope with contingencies
Self-management	• be self-motivated • articulate own ideas and vision • balance own ideas, values and vision with workplace values and requirements • monitor and evaluate own performance • take responsibility at the appropriate level
Learning	• be open to learning new ideas and techniques • learn in a range of settings, including informal learning • participate in ongoing learning • learn in order to accommodate change • learn new skills and techniques • take responsibility for own learning • contribute to the learning of others by sharing information • apply a range of learning approaches • participate in developing own learning plans, e.g. as part of performance management
Technology	• use technology and related workplace equipment • use basic technology skills to organise data • adapt to new technology skill requirements • apply OHS knowledge when using technology • apply technology as a management tool

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Packaging Rules

To achieve this qualification, the candidate must demonstrate competency in:

- 18 units of competency:
- 7 core units
- 11 elective units.

The elective units are to be chosen as follows:

- a minimum of 6 units from the electives listed below
- up to 5 units from CPP20711 Certificate II in Carpet Cleaning Operations
- up to 2 units from CPP31011 Certificate III in Cleaning Operations
- up to 1 unit from CPP41011 Certificate IV in Cleaning Management
- up to 2 units from Certificate III qualifications in CPP07 or another current Training Package or state-accredited course, provided the integrity of the AQF alignment is ensured, and they contribute to a valid, industry-supported vocational outcome.

Core units of competency

Unit code	Unit title
CPPCCL2006A	Identify carpet fibre and construction
CPPCCL3015A	Perform advanced stain removal
CPPCLO2033A	Plan for safe and efficient cleaning activities
CPPCLO2035A	Maintain cleaning storage areas
CPPCMN3001B	Participate in environmentally sustainable work practices
CPPCMN3004A	Respond to enquiries and complaints
And **one from the following two** workplace safety units. **The option is provided** to enable an appropriate selection, depending on whether candidates are working on their own or in a collaborative work environment where there is the opportunity to contribute.	
CPPCMN2002A	Participate in workplace safety arrangements
CPPCMN3003A	Contribute to workplace safety arrangements

Elective units of competency

Unit code	Unit title
CPPCCL3008A	Mitigate water damage
CPPCCL3009A	Restore smoke damaged carpet
CPPCCL3010A	Apply odour control
CPPCCL3011A	Perform carpet repair and reinstallation
CPPCCL3012A	Perform carpet colour repair and restoration
CPPCCL3013A	Clean leather upholstery
CPPCCL3014A	Clean fabric upholstery
CPPCCL3016A	Apply topical treatments
CPPCCL3017A	Identify upholstery fibre and construction
CPPCCL3018A	Inspect sites with water damage
CPPCCL3019A	Inspect sites prior to cleaning or treatment
CPPCCL3020A	Develop a plan to mitigate water damage and restore carpet

Custom Content Section

Not applicable.