CPPCLO4022A Organise and monitor cleaning operations

Release: 1

CPPCLO4022A Organise and monitor cleaning operations

Modification History

Revised unit
Unit updated and equivalent to PRMCL22B Organise and monitor cleaning operations

Unit Descriptor

This unit of competency specifies the outcomes required to organise and monitor work to maximise effectiveness of resource use in the cleaning industry.
The unit requires the ability to identify requirements of the work order based on extensive understanding of the range of cleaning methods available and the associated use of equipment and chemicals. It also requires understanding of the client's expectations and needs, and organising the resources needed for the cleaning operation. Organising resources and monitoring performance are essential to performing a cleaning operation efficiently.

Application of the Unit

This unit of competency supports employees who work with limited supervision or who work with, and provide support to, a small team.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

1	Identify work requirements.	1.1	*Work order* is reviewed and site is assessed according to *company requirements* to determine work implications, and issues are clarified with *appropriate persons*.
		1.2	Client needs, expectations and preferences are clarified using *interpersonal skills and communication techniques* according to company requirements.
		1.3	Special requirements arising from site characteristics or client requests are identified according to company and *occupational health and safety* (OHS) *requirements*.
2	Analyse resource implications and provide resources.	2.1	Work order resource requirements and available resources are analysed according to company requirements.
		2.2	Work schedules are developed and available personnel with recognised competencies are assigned according to OHS and company requirements.
		2.3	Type and quantity of *equipment*, *personal protective equipment* (PPE), *chemicals* and *consumables* required to fulfil work order are assessed according to company requirements.
		2.4	Suitable equipment, PPE, chemicals and consumables for the cleaning operation are supplied according to work order, *manufacturer specifications*, and OHS and company requirements.

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3	Communicate and monitor work requirements.	3.1	Work team members are advised of work schedules and responsibilities using *communication methods* according to company requirements.
		3.2	Work team members' understanding of their tasks and responsibilities is confirmed by using interpersonal skills and communication techniques according to company requirements.
		3.3	Work performance is monitored according to company requirements to ensure compliance with customer needs, expectations and preferences and work order.
		3.4	**Work restrictions** affecting completion of work order and changed customer needs, expectations and preferences are identified and work schedules are adjusted according to company requirements.

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Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- customer service skills to:
    - establish rapport with clients
    - gain clients' trust
    - identify client expectations
- interpersonal skills to relate to people from a range of backgrounds
- language, literacy and numeracy skills to:
    - communicate clearly and concisely verbally and in writing
    - perform mathematical calculations required for:
        - allocating work
        - estimating time to complete work
    - read and comprehend work orders
    - request advice or further information
    - seek and receive feedback
    - source, organise and record information
- planning and organising skills to:
    - manage time
    - monitor work orders and outcomes
    - prioritise work
    - schedule efficiently
- problem-solving skills to manage contingencies
- self-management skills to work alone and in a team
- teamwork skills to lead small teams

Required knowledge

- company management structure and procedures, including:
    - biological and viral control
    - emergency response and evacuation procedures
    - environmental protection procedures
    - identifying hazards and controlling risks
    - injury, dangerous occurrence and incident reporting
    - OHS procedures
    - quality systems
- legislation, regulations, codes of practice and industry advisory standards that apply to

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cleaning operations and ensure compliance in the workplace and work order requirements

- mathematical methods for estimating resources
- product knowledge, including:
    - chemicals and their uses
    - cleaning equipment and its uses
    - surfaces and effective and compatible cleaning methods
- routes of entry and potential symptoms of exposure to chemicals
- safe work practices for using:
- chemicals
- equipment, including PPE
- work order specifications

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	This unit of competency could be assessed by observing practical demonstrations of organising and monitoring cleaning operations involving at least two different work site environments.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	A person who demonstrates competency in this unit must be able to provide evidence of the required skills and knowledge specified in this unit. In particular the person should demonstrate the ability to: • determine resource implications of particular cleaning methods being used in work order • assess resource requirements of work order • confirm that client expectations are realistic • comply with company and legislative requirements • develop and adhere to work schedules • implement effective monitoring system • identify and supply equipment, PPE, chemicals and consumables • provide feedback and communicate with colleagues and customers • achieve outcomes in relation to customer work order and company requirements.
Context of and specific resources for assessment	Assessment of essential underpinning knowledge may be conducted in an off-site context. It is to comply with relevant regulatory or Australian standards' requirements. Resource implications for assessment include access to: • work order and client specifications • relevant information and work sites • suitable equipment and resources • PPE • equipment operating manuals and MSDS • relevant procedures • work order instructions, work plans and schedules, and policy documents • assessment instruments, including personal planner and assessment record book.
Method of assessment	Assessment methods must: • satisfy the endorsed Assessment Guidelines of the Property Services Training Package

	- include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application - reinforce the integration of employability skills with workplace tasks and job roles - confirm that competency is verified and able to be transferred to other circumstances and environments.
Guidance information for assessment	Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support. Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed. This unit could be assessed on its own or in combination with other units relevant to the job function, such as: CPPCLO4024A Control the supply of resources to the work site.

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Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Work order information may include:	- access to work site, including: - access and egress points - timing of access - budget allocations - completion times and dates - human resource requirements to complete the work tasks - job requirements and tasks - legislative and local government requirements - OHS requirements and emergency response procedures - requirements for working in isolated and remote locations - resource requirements, such as equipment and materials - specific client requirements, such as: - dress and presentation requirements - relationships with other activities

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	• use of signage and barriers
	• work schedules
	• work site contact persons
	• work site requirements for specific industries, such as:
	  • hospitals and medical centres
	  • nursing homes
	  • retail food courts
	  • schools
	  • tourism and hospitality.

Company requirements may include:	• business and performance plans
	• client communication procedures
	• client confidentiality procedures
	• client service standards
	• communication channels and reporting procedures
	• company goals, objectives, plans, systems and processes
	• company issued identification badges, cards or passes
	• company policies and procedures, including:
	  • access and equity policy, principles and practice
	  • OHS policies and procedures, including control procedures
	  • maintenance procedures for equipment and PPE
	  • those relating to own role, responsibility and delegation
	  • work site access security clearance procedures
	• company service standards
	• dress and presentation requirements
	• duty of care, code of conduct, and code of ethics
	• emergency response and evacuation procedures
	• employer and employee rights and responsibilities
	• environmental protection procedures
	• personnel practices and guidelines
	• quality and continuous improvement processes and standards
	• records and information systems and processes
	• training materials (induction, refresher and new skills)
	• using contractors.

Appropriate persons may include:	• clients • colleagues • managers • persons in control of work sites • supervisors.
Interpersonal skills and communication	• active listening • constructive feedback • control of voice and body language

techniques may include:	• flexibility and willingness to negotiate • non-verbal communication, such as: 　• body language 　• personal presentation • presenting options and consequences • providing opportunity for client to confirm their request • questioning techniques to clarify and confirm client's needs and understanding • summarising and paraphrasing to check understanding of client's message • use of effective presentation aids, such as: 　• audiovisual slides 　• diagrams 　• photos 　• pictures • using language sensitively, showing awareness of cultural and social differences.
Occupational health and safety (also known as workplace health and safety) *requirements* may relate to:	• allergic reactions, such as contact dermatitis • communication devices for remote and isolated locations, such as: 　• mobile phone 　• two-way radio • dermatoxicological control and prevention measures • emergency procedures for eye and skin contact, and inhalation and ingestion of toxic substances • hazard identification and risk assessment mechanisms • health surveillance and monitoring, such as regular blood testing • hierarchy of hazard control procedures • maintaining clear access • national and industry standards and codes of practice • OHS control procedures, such as: 　• health and safety plans 　• job plans 　• job safety analyses 　• risk assessments 　• safe operating practices and procedures 　• safe system of work statements 　• safe work instructions 　• work method statements • reporting injury and dangerous occurrences • routes of entry and potential symptoms of exposure to chemicals

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	• safe work practices for equipment, PPE and chemical storage, including interpretation of: • material safety data sheets (MSDS) • hazardous substance information, such as long latency periods • safety training, induction and refresher training • selection and use of PPE and clothing appropriate to the hazard • ultraviolet light • up-to-date electrical test and tag compliance • use of chemicals according to MSDS • use of residual current devices • use, storage and maintenance of equipment according to manufacturer specifications and equipment operating manuals.
Equipment may include:	• access equipment, such as ladders • bins • brooms • buckets • buffers • cleaning trolleys • cloths • cobwebbers • doodle bag holders • drop sheets • drying equipment • dust pans and brushes • dusters • extension poles • extraction units, wands and hand tools • hoses • microfibre products • mops • polishers • pressure-washing equipment and attachments • scouring pads • scrapers • scrubbers • site communication devices • sponges • spray bottles • squeegees • steam cleaners • sweepers

	• vacuum cleaners and attachments • window cleaning equipment.
Personal protective equipment may include:	• ear muffs and plugs • gloves, such as non-permeable • goggles • high-visibility vests and clothing • overalls and other protective clothing • respirators • safety glasses • safety shoes • splash-proof face masks • sun protection • tongs • ultraviolet protection • wet-work clothing.
Chemicals may include:	• acid cleaners • alkaline cleaners • low environmental-impact chemicals • neutral cleaners • solvent cleaners.
Consumables may include:	• air freshener • bin liners • hand towels • soap • toilet paper.

Manufacturer specifications may include:	• equipment operating manuals
	• instructional guides
	• MSDS
	• other resources supplied by the manufacturer, such as:
	  • laminated cards
	  • notices
	  • wall posters
	• product labels
	• safety instructions pre-printed on equipment.

Communication methods may include:	• communication books • letters and notices in English and other languages • mobile phones • noticeboards • one-on-one meetings • pagers • reports

	• telephones • voice mail • work schedules • work team meetings • written instructions.
Work restrictions may include:	• amount of cleaning anticipated • client activity • employee level of literacy and communication skills • faulty or inappropriate equipment • site accessibility • site hazards • skills of work unit or team • staffing resources • time limitations.

Unit Sector(s)

Cleaning operations

Custom Content Section

Not applicable.