



Australian Government

Department of Education, Employment and Workplace Relations

TLIF1002A Conduct housekeeping activities

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to conduct housekeeping activities in the workplace, including identifying required housekeeping requirements, procedures and resources for different areas of the workplace, monitoring and maintaining cleanliness and tidiness in the workplace, and completing assigned housekeeping tasks. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace housekeeping procedures.

Work is performed under some supervision generally within a team environment. It involves the application of the basic safety principles to the completion of housekeeping tasks as part of workplace operations.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills 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 required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify the housekeeping requirements, procedures, and resources of different areas of the workplace	1.1 Workplace procedures for housekeeping are identified 1.2 Equipment and consumables are selected in accordance with work area requirements 1.3 Specific requirements for housekeeping activities in different parts of the employees' work area are identified and followed 1.4 Requirements for the minor disassembly/reassembly of storage zones are identified (where applicable)
2 Monitor and maintain cleanliness and tidiness in the workplace	2.1 Initiative is used to continuously monitor the cleanliness and tidiness of the worksites used by the employees 2.2 Housekeeping issues are raised with designated personnel in accordance with workplace procedures 2.3 Housekeeping equipment and supplies are maintained and stored
3 Complete assigned housekeeping duties	3.1 Assigned housekeeping duties are conducted following workplace procedures and ensuring that waste is removed 3.2 Maintenance requirements of any damaged items are notified to appropriate personnel 3.3 Minor disassembly/reassembly of storage zones is conducted within enterprise policies and procedures 3.4 Schedules and records for housekeeping duties are maintained 3.5 Work areas are checked and meet required workplace standards 3.6 Work is carried out following enterprise practices and safe work procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant OH&S procedures and guidelines concerning housekeeping operations
- Workplace procedures and policies for the carrying out housekeeping tasks in the workplace
- Risks when carrying out housekeeping tasks and related precautions to control the risk
- Housekeeping standards required in the workplace
- Site layout and obstacles
- Application of relevant industrial regulations and requirements

REQUIRED KNOWLEDGE AND SKILLS

- Servicing procedures for housekeeping equipment

Required skills:

- Communicate effectively with others when carrying out housekeeping tasks
- Read and interpret instructions, procedures, information and signs relevant to housekeeping activities in the workplace
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to housekeeping in the workplace
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when carrying out housekeeping tasks
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any problems, faults or malfunctions identified when carrying out housekeeping tasks in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during housekeeping activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Monitor condition and performance of housekeeping tools and equipment
- Service housekeeping tools and equipment in terms of servicing schedule and standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

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

Critical aspects for assessment • The evidence required to demonstrate competency in

EVIDENCE GUIDE

and evidence required to demonstrate competency in this unit

this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

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.

The housekeeping tasks may be conducted:

- in a range of work environments
- by day or night

RANGE STATEMENT

- Customers may be:
- internal or external
- Workplaces may comprise:
- large, medium or small worksites
- Work may be conducted in:
- tight or restricted spaces
 - exposed conditions
 - controlled or open environments
- Housekeeping duties may include:
- cleaning
 - returning goods or equipment to storage
 - repacking
 - waste removal
 - maintenance
- Hazards in the work area may include exposure to:
- chemicals
 - dangerous or hazardous substances
 - movements of equipment, goods and materials
- Personnel in the work area may include:
- workplace personnel
 - site visitors
 - contractors
 - official representatives
- Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
 - enterprise procedures
 - organisational procedures
 - established procedures
- Depending on workplace context, personal protective equipment may include:
- gloves
 - safety headwear and footwear
 - safety glasses
 - two-way radios
 - high visibility clothing
- Information/documents may include:
- OH&S and environmental protection regulations
 - workplace housekeeping procedures and policies
 - codes of practice including the National Standards for Manual Handling and the Industry Safety Code
 - material safety data sheets
 - policies and procedures for entry and work in confined spaces
 - manufacturers instructions concerning the use and servicing of equipment
 - supplier and/or client instructions
 - emergency procedures
 - regulations and policies concerning noise, smoking, work station ergonomics and other critical OH&S issues

RANGE STATEMENT

Applicable regulations and legislation may include:

- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations
- dangerous goods and air freight regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field F - Safety Management