CPPCLO3044 Prepare rooms for guests and residents

Release: 2

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Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCLO2044A Prepare rooms for guests and residents. 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 prepare rooms for guests or residents in a range of accommodation types. It covers assessing the extent of the cleaning task; selecting required equipment, chemicals and methods; and performing cleaning tasks safely.

The unit supports cleaners who work alone or in teams. It applies to preparing rooms for guests or residents in a range of accommodation types, including private residences, hotels and motels.

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 to service guest	1.1. Work site *hazards* are assessed and risks controlled according to company, legislative, and *health and safety*

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	room.		*requirements*.
		1.2.	Cleaning methods are selected according to job requirements.
		1.3.	*Equipment* required for *room* cleaning is selected according to job requirements, checked for serviceability, and faults are rectified or reported before starting work.
		1.4.	Required cleaning chemicals are selected, prepared and loaded safely on to cleaning trolley.
		1.5.	*Personal protective equipment* (PPE) is selected and used according to manufacturer specifications, and health and safety and company requirements.
		1.6.	Pre-existing damage to room and contents is identified and reported according to company requirements.
		1.7.	Signs and barricades are selected and installed according to health and safety, and company requirements.
2.	Inspect rooms.	2.1.	Rooms are accessed in the correct order and with minimum disruption to guests or residents.
		2.2.	Guest or resident items left in vacated rooms are collected and stored according to company requirements.
		2.3.	Pests are identified promptly and action is taken to eliminate them according to safety and company procedures.
		2.4.	Unusual and suspect items or occurrences are reported promptly according to company procedures.
3.	Clean and service rooms.	3.1.	Linen is removed from beds, checked for stains and damage, and transferred for cleaning.
		3.2.	Clean bed linen is fitted according to job requirements.
		3.3.	*Furniture, fixtures and fittings* are cleaned according to client requirements.
		3.4.	*Room supplies* for each room are checked and replenished or replaced according to client requirements.
		3.5.	Signs and barricades are removed according to health and safety, and company requirements.

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| 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 • respond clearly and concisely to client questions.

Reading skills to:	• 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.

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:	- brushes - buckets - cleaning and polishing cloths - mops - vacuum cleaners.
Rooms must include at least three of the following:	- balcony - bathroom - bedroom - kitchen - lounge room.
Personal protective equipment must include at least two of	- disposable respirators - eye protection

the following:	• gloves
	• masks
	• safety shoes
	• sun protection.
Furniture, fixtures and fittings must include at least three of the following:	• desks
	• floor surfaces
	• light fittings
	• mirrors and glassware
	• refrigerators
	• shelving
	• soft furnishings
	• telephones
	• televisions
	• wardrobes.
Room supplies must include at least two of the following:	• bathroom supplies
	• crockery and cutlery
	• fridge supplies
	• glassware
	• linen
	• local information
	• magazines and newspapers
	• stationery
	• tea, coffee and sugar.

Unit Mapping Information

CPPCLO2044A Prepare rooms for guests and residents

Links

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