



Australian Government

Assessment Requirements for CPPCLO3102 Clean hard floors

Release: 2

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Modification History

- Release 2 This version first released with CPP Property Services Training Package Release 17.0.
Editorial corrections in the Knowledge Evidence.
- Release 1 This version first released with CPP Property Services Training Package Release 15.0.
Supersedes and is equivalent to CPPCLO3001 Maintain hard floor surfaces.

Performance Evidence

To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by:

- sweeping/dry mopping and wet mopping to clean two of the following floor surfaces, each measuring at least 4 x 4 metres:
 - one vinyl floor area
 - one tiled floor area
 - stone/polished concrete floor area
 - one timber or engineered hard floor area
- using a mechanical method of cleaning to clean two of the following floor surfaces, each measuring at least 4 x 4 metres:
 - one vinyl floor area
 - one tiled floor area
 - stone/polished concrete floor area
 - one timber or engineered hard floor area.

Candidates must clean each selected floor on at least two occasions and remove different types of soil.

Knowledge Evidence

To be competent in this unit, a candidate must demonstrate knowledge of:

- personal and site security procedures and requirements:
 - site access - security cards, codes and keys
 - areas of the worksite not to be accessed
 - alarm activation and deactivation
 - maintaining client privacy and confidentiality

- contingencies if personal safety at risk
- types of hazards and risks and ways to control:
 - work health and safety (WHS) requirements
 - Safe Work Australia regulations and guidelines
 - job safety analyses (JSAs) and safe work method statements (SWMS)
 - manufacturer instructions and safety data sheets (SDS)
 - types of personal protective equipment (PPE) and correct selection, care, use and disposal
 - slips, trips, falls and spills
 - manual-handling techniques when carrying, lifting, pushing and pulling
 - identification and safe practices with hazardous materials on site
 - correct use of signage, barriers, containment and engineering controls and PPE
 - safe use of electrical equipment
- organisational requirements for:
 - reporting incidents - accidents and injury, damage to or breakages in the cleaning area or cleaning equipment, theft and threats to personal security and breaches of site security
 - procedures for checking equipment operation and safety
 - use of cleaning equipment, cleaning agents, consumables and PPE
- types of hard floor surfaces and cleaning precautions:
 - resilient – vinyl, timber and engineered hard flooring
 - non-resilient – tiles and stone
- functions and features and safe operational practices, care and storage of floor cleaning equipment:
 - wet and dry mops
 - brushes and brooms
 - walk behind equipment, such as scrubbers and sweepers
 - vacuuming equipment
- techniques for cleaning floors correctly and safely:
 - selection of appropriate equipment
 - adjusting equipment for operator height
 - operating posture and movements
- types of soil and methods to remove:
 - dust and dirt, oil/grease, food, beverages, and hazardous soil, such as vomit
 - stains, adhered and built-up soils
- types of floor cleaning agents - their purpose, action, correct use, precautions, safe handling, storage and disposal:
 - detergents
 - disinfectants
 - solvents
 - abrasives

- cleaning principles:
 - cleaning agent, time, agitation, temperature
 - significance of pH value of cleaning agents
 - sequence and direction of cleaning
 - achieve results while doing no harm
- routine maintenance of floor cleaning equipment and materials:
 - removing squeegees
 - changing scrubber pads
 - keeping buckets and mops clean
- environmentally sustainable work practices and compliance with environmental regulations:
 - storage and disposal of cleaning agents
 - ways of minimising negative environmental impact
 - conserving energy and water
 - recycling
- waste disposal:
 - general waste
 - contaminated and biological waste, syringes and sharps
 - recyclable waste
 - organic and green waste.
 - used materials and cleaning agents.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations.

Competency is to be assessed in the workplace or a simulated environment that accurately reflects performance in a real workplace setting where these skills and knowledge would be performed.

Candidates must have access to:

- industry-standard cleaning equipment
- appropriate PPE
- manufacturer's instructions and workplace documents.

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>