



Australian Government

**Assessment Requirements for
CPPCLO3103 Clean and maintain
amenities**

Release: 2

Assessment Requirements for CPPCLO3103 Clean and maintain amenities

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 CPPCLO3017 Clean wet areas.

Performance Evidence

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

- cleaning, on at least two occasions, surfaces and fittings in three of the following types of amenities:
 - bathroom, including a bath and a separate shower
 - a baby change table
 - toilet and urinal
 - laundry.

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 fittings and surfaces in bathrooms, toilets, change rooms and laundries
- cleaning methods and precautions for surface types:
 - stainless steel, chrome and aluminium
 - plastics, vinyls, laminates and rubber
 - ceramic, porcelain, stone and concrete
 - glass
- types of soil and methods to remove:
 - dirt, oil/grease and human waste
 - mould
 - hardwater deposits and rust
- types of cleaning agents - their purpose, action, correct use, precautions, safe handling, storage and disposal:
 - detergents
 - sanitisers
 - 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
- functions and features, safe use, routine maintenance and storage of cleaning equipment:
 - absorbent cleaning cloths, dry cloths, damp cloths and lint-free cloths
 - toilet brushes
 - scrubbing brushes, scourers and scrapers
 - long-handled brushes and dustpan tongs

- brooms and mops
- buckets and wringer buckets
- ‘doodle bugs’
- hoses and nozzles
- sharps disposal units
- scrubbing and polishing machines
- squeegees
- selection, use, care and storage of microfibre equipment
- techniques for cleaning correctly and safely:
 - selection of appropriate equipment
 - adjusting equipment for operator height
 - operating posture and movements
- 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
 - hazardous waste
 - 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>

