



Australian Government

Assessment Requirements for CPPCLO3104 Clean high-touch surfaces

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 CPPCLO3045 Clean high-touch surfaces.

Performance Evidence

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

- cleaning six high-touch surfaces in three of the following settings:
 - a food preparation area
 - a food consumption area
 - an office workstation
 - a reception area
 - an amenities area

Candidates must clean each setting on at least two occasions.

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
- cleaning methods and precautions for surface types:
 - stainless steel, chrome and aluminium
 - plastics, vinyls, laminates and rubber
 - ceramic, porcelain, stone and concrete
 - glass
 - surfaces in food preparation and consumption areas
- types of visible and invisible soil and methods to remove
- functions and features of cleaning equipment, safe use, routine maintenance and storage
- selection, use, care and storage of microfibre equipment
- 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
- 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
- equipment manuals 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>