



Australian Government

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.

Application

This unit specifies the skills and knowledge required to clean surfaces that are touched frequently, by the same or different people, in a range of domestic and commercial contexts. The high-touch surfaces include tabletops, counters, door handles, hand railings, light switches, elevator buttons, desks, toilets, taps, TV remotes, kitchen surfaces and cupboard handles, phones and EFTPOS machines.

It includes applying required methods, cleaning equipment and cleaning agents to dust, wipe, wash and remove contaminants from the high-touch surfaces as well as preventing cross-contamination.

This unit applies to cleaning industry personnel who work alone or in teams in commercial and domestic sites. They use a range of cognitive, technical and communication skills to select and apply a range of methods, tools, materials and information to complete routine cleaning activities and provide solutions to predictable and sometimes unpredictable problems.

All work must be carried out in accordance with relevant state/territory legislation and regulations, including work health and safety (WHS), and codes of practice as well as organisational procedures.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Cleaning

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe what needs to be done to demonstrate achievement of the element.

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| 1 Prepare to clean surfaces. | 1.1 Identify cleaning requirements and worksite access and security procedures and, if needed, clarify issues with supervisor, team member or client. |
| | 1.2 Select, check for fit and serviceability, and use personal protective equipment (PPE) according to WHS and job requirements. |
| | 1.3 Identify site hazards and risks and position safety signage and barriers according to WHS and job requirements. |
| | 1.4 Confirm type and material composition of surfaces and soil types on surfaces and fittings to determine appropriate cleaning procedures. |
| | 1.5 Identify high-touch areas requiring extra cleaning care according to hygiene and WHS requirements. |
| | 1.6 Select the appropriate equipment and cleaning agents and confirm requirements for safe use according to manufacturer instructions. |
| | 1.7 Determine sequence of tasks for maximum hygiene and efficiency of amenity cleaning. |
| 2 Clean fittings and surfaces. | 2.1 Pre-clean by removing superficial soil from surfaces according to WHS and job requirements. |
| | 2.2 Prepare and apply cleaning agents to meet job requirements and use following manufacturer instructions. |
| | 2.3 Apply appropriate methods to clean high-touch surfaces and avoid cross-contamination according to manufacturer recommendations, hygiene and job requirements. |
| 3 Disinfect high-touch surface areas. | 3.1 Use appropriate methods to apply disinfectants to pre-cleaned high-touch surfaces according to manufacturer recommendations and hygiene |

- requirements.
- 3.2 Allow disinfectant sufficient contact time for effective action according to manufacturer instructions.
- 4 Complete work activities.
- 4.1 Tidy work area, remove safety signage and barriers and dispose of soil and waste in accordance with WHS and environmental requirements.
- 4.2 Remove and dispose of PPE according to hygiene and WHS requirements.
- 4.3 Check cleaning equipment for faults, wear or damage and report in accordance with organisational requirements.
- 4.4 Record site cleaning and disinfection and store cleaning equipment and materials in accordance with organisational requirements.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to interpret safety signs and symbols in work area and on cleaning agent labels
- numeracy skills to measure quantities of cleaning agents.

Unit Mapping Information

Supersedes and is equivalent to CPPCLO3045 Clean high-touch surfaces.

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>