



Australian Government

CPPCLO4100 Organise and monitor cleaning tasks

Release: 1

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Modification History

Release 1 This version first released with CPP Property Services Training Package Release 15.0.
Supersedes and is equivalent to CPPCLO4022 Schedule and monitor cleaning tasks.

Application

This unit specifies the skills and knowledge required to assess job requirements and organise and allocate staff and resources to meet agreed cleaning service requirements.

The unit involves identifying the staff and methods required for an agreed regular or periodic cleaning service. It includes assessing the site and applying knowledge of cleaning methods to determine the skills, equipment and supplies required. It includes preparing work schedules and monitoring compliance with the task specifications and the level of client satisfaction.

It applies to managers or supervisors with responsibility for a small team in a range of commercial and domestic worksites.

This unit is suitable for cleaning industry personnel who use well-developed cognitive, technical and communication skills and a broad knowledge base to select and apply specialist methods, tools, materials and information in operational cleaning management contexts. They complete routine and non-routine activities and provide and transmit solutions to a variety of 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 Performance criteria describe what needs to be done to

essential outcomes.

demonstrate achievement of the element.

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| 1 Determine cleaning service requirements. | 1.1 Discuss and clarify with client or nominated representative scope of cleaning work according to organisational requirements. |
| | 1.2 Access worksite to assess hazards and risks and establish required control measures according to organisational and WHS requirements. |
| | 1.3 Determine cleaning methods required and develop plan of work to meet service requirements according to job, organisational and WHS requirements. |
| | 1.4 Clarify and confirm reporting procedures according to organisational requirements. |
| | 1.5 Document and convey to client job scope, cleaning methods, schedule and risk management according to organisational requirements. |
| | 1.6 Arrange access to worksite for cleaning staff according to job and organisational requirements. |
| 2 Provide resources to support cleaning service. | 2.1 Determine shift arrangements, number of cleaners and specific skill levels required to meet agreed cleaning service requirements. |
| | 2.2 Determine shortfalls in number, skills and availability of cleaners and organise staff schedules or propose recruitment strategies according to award or enterprise agreements and organisational requirements. |
| | 2.3 Determine and supply equipment, personal protective equipment (PPE), cleaning agents and consumables according to job requirements. |
| 3 Implement system for monitoring compliance with cleaning service agreement. | 3.1 Prepare and display cleaning schedule checklists at worksite, as required, and brief cleaning team on task and service requirements. |
| | 3.2 Confirm cleaning team members' understanding of task, performance standards and responsibilities according to organisational requirements. |
| | 3.3 Prepare worksite audit schedule and checklist according |

to service and organisational requirements.

- 3.4 Monitor cleaners' performance and adjust work practices, as needed, according to job and organisational requirements.
- 3.5 Conduct regular worksite audits to determine levels of client satisfaction and respond to any changes in requirements.
- 3.6 Prepare client reports according to agreed job and organisational requirements.

Foundation Skills

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

- reading skills to interpret policies and procedures related to cleaning services, manufacturer information about equipment and cleaning materials, cleaning terminology and safety procedures.

Unit Mapping Information

Supersedes and is equivalent to CPPCLO4022 Schedule and monitor cleaning tasks.

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>