



Australian Government

CPPCLO4102 Supervise cleaning staff

Release: 1

CPPCLO4102 Supervise cleaning staff

Modification History

Release 1	This version first released with CPP Property Services Training Package Release 15.0. Newly created unit.
-----------	--

Application

This unit specifies the skills and knowledge required to organise and monitor staffing levels and rosters, schedule and allocate staff to tasks, monitor and address staff performance issues, and maintain staff records. It applies to personnel responsible for supervising others as part of their role in meeting regular or periodic service agreements, ensuring that all work meets quality expectations and is carried out according to relevant legislation and organisational policies and procedures.

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 essential outcomes.

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

1 Roster and monitor staffing levels and	1.1 Develop staff rosters according to skill and availability requirements, WHS requirements, award or enterprise
--	---

- workload.
- agreements and organisational requirements.
- 1.2 Monitor staff workload and assist staff to meet task responsibilities according to job and organisational requirements.
 - 1.3 Maintain staffing levels to meet job requirements within organisational budget.
 - 1.4 Provide feedback on rostering and staffing issues to appropriate personnel, as required.
- 2 Monitor and support individual and team performance.
- 2.1 Monitor work performance of individual staff and teams regularly according to job and organisational requirements.
 - 2.2 Provide constructive feedback using accessible language to individual staff and teams according to organisational requirements.
 - 2.3 Identify and address unsatisfactory performance according to organisational requirements and relevant legislation.
 - 2.4 Maintain records according to organisational and legislative requirements.
 - 2.5 Seek specialist advice, where required, according to organisational and legislative requirements.
- 3 Support employee development.
- 3.1 Recognise expertise of staff when allocating tasks according to job and organisational requirements.
 - 3.2 Assist staff to identify their own skills and knowledge in relation to current job roles and career development.
 - 3.3 Develop learning and development options in consultation with staff according to organisational requirements.
- 4 Maintain staffing records.
- 4.1 Create and maintain staff records according to organisational procedures and relevant legislation.
 - 4.2 Maintain security and confidentiality of staff records

according to organisational procedures and relevant legislation.

Foundation Skills

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

- reading skills to interpret company policies and procedures and legislation and regulations related to staffing.

Unit Mapping Information

No equivalent unit.

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>