



Australian Government

CPPCLO4103 Work collaboratively in specialty cleaning and restoration

Release: 1

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Modification History

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

This unit specifies the skills and knowledge required to establish and implement collaborative practice in specialty cleaning and restoration.

The unit applies to experienced cleaning technicians responding to jobs in commercial and domestic sites following an event such as fire, flood, sewage contamination, crime or an unattended death. They liaise with clients including insurers, loss assessors, property owners and tenants. They are also required to work with tradespeople and emergency services as well as those affected by the event to plan and implement specialty cleaning and restoration, while maintaining security and respecting privacy in unpredictable and potentially distressing and dangerous situations. They may also seek specialist advice regarding the job where required.

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.

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| 1 Assess site damage. | 1.1 Contact insurer or loss assessor to determine the details of the site and the scope of the restoration work required according to organisational requirements. |
| | 1.2 Contact the person in charge at site, building owner or client to clarify and access site areas to be remediated according to organisational requirements. |
| | 1.3 Seek information about the event, the building construction, materials and methods to determine site restoration requirements according to organisational requirements and scope of responsibility. |
| | 1.4 Assess site hazards, risks and contamination and determine and communicate required control measures, including containment and engineering controls, according to WHS requirements. |
| | 1.5 Determine and seek the need for specialist advice in a timely manner according to organisational requirements and scope of responsibility. |
| | 1.6 Communicate restoration plan to owner or insurer and seek approval to proceed according to organisational requirements. |
| 2 Implement collaborative approach to restoration activities. | 2.1 Communicate respectfully with those affected by the event according to ethical and organisational requirements. |
| | 2.2 Adhere to established chain of command at the site to ensure safety of self and others. |
| | 2.3 Apply ethical approaches to information sharing and privacy according to legal and organisational requirements. |
| | 2.4 Work in conjunction with relevant tradespeople to implement restoration activities according to restoration plan, WHS and organisational requirements. |

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| 3 Complete restoration activities. | 3.1 Determine the need for post-restoration testing and, if required, arrange testing to be undertaken by relevant specialists according to organisational procedures. |
| | 3.2 Determine further action required based on evaluation and advice. |
| | 3.3 Liaise with client to determine if independent verification or sign-off is required and record response according to organisational procedures. |
| | 3.4 Advise client, building owner or insurer of the results of the restoration and record according to organisational procedures. |
| | 3.5 Debrief with specialist personnel according to organisational requirements. |

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

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>