



Australian Government

Department of Education, Employment and Workplace Relations

CPP20711 Certificate II in Carpet Cleaning Operations

Release: 1

CPP20711 Certificate II in Carpet Cleaning Operations

Modification History

Not applicable.

Description

This qualification applies to candidates undertaking pre-vocational programs or those responsible for routine carpet cleaning work under supervision.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • convey workplace safety information to colleagues and supervisors • interpret the requirements of clients • listen to and understand work instructions, directions and feedback • read and interpret workplace related documentation, such as manufacturer instructions, manuals and OHS requirements • share information, for example with other staff • speak clearly and directly to relay information
Teamwork	<ul style="list-style-type: none"> • work as an individual and a team member • work with diverse individuals and groups • identify and use the strengths of other team members • give feedback
Problem-solving	<ul style="list-style-type: none"> • identify materials, stains and appropriate cleaning methods • assess and apply environmentally sustainable solutions • apply basic numeracy skills to workplace requirements involving measuring and counting • develop practical and creative solutions to workplace problems • show independence and initiative in identifying problems • solve problems individually or in teams • use numeracy skills to solve problems, e.g. time management, use of resources • resolve client concerns relative to workplace responsibilities
Initiative and enterprise	<ul style="list-style-type: none"> • adapt to new situations • be creative in response to workplace challenges within relevant guidelines and protocols • generate a range of options in response to workplace matters • translate ideas into action within scope of own work role • develop innovative solutions within established guidelines, e.g. within a team or supervised work context
Planning and organising	<ul style="list-style-type: none"> • collect, analyse and organise information • plan and organise work spaces and work • be appropriately resourceful

	<ul style="list-style-type: none"> • take initiative and make decisions within workplace role and authorised limits • determine or apply required resources • adapt resource allocations to cope with contingencies
Self-management	<ul style="list-style-type: none"> • be self-motivated in relation to requirements of own work role • articulate own ideas and vision within a team or supervised work context • monitor and evaluate own performance within a team or supervised work context • take responsibility at the appropriate level
Learning	<ul style="list-style-type: none"> • be open to learning new ideas and techniques • learn in a range of settings, including informal learning • participate in ongoing learning • learn in order to accommodate change • learn new skills and techniques • take responsibility for own learning • contribute to the learning of others, e.g. by sharing information
Technology	<ul style="list-style-type: none"> • use technology and related workplace equipment • use basic technology skills to organise data • adapt to new technology skill requirements • apply OHS knowledge when using technology

Packaging Rules

To achieve this qualification, the candidate must demonstrate competency in:

- 9 units of competency:
- 6 core units
- 3 elective units.

The elective units are to be chosen as follows:

- a minimum of 2 units from the elective units listed below

1 unit from CPP31111 Certificate III in Carpet Cleaning Operations or from Certificate II or III qualifications in CPP07 or another current Training Package or state-accredited course, provided the integrity of the AQF alignment is ensured, and they contribute to a valid, industry-supported vocational outcome.

Core units of competency

Unit code	Unit title
CPPCCL2006A	Identify carpet fibre and construction
CPPCCL2007A	Perform basic stain removal
CPPCLO2033A	Plan for safe and efficient cleaning activities
CPPCLO2035A	Maintain cleaning storage areas
CPPCMN2002A	Participate in workplace safety arrangements
CPPCMN2003A	Provide effective client service

Elective units of competency

Unit code	Unit title
CPPCCL2001A	Use hot water extraction
CPPCCL2002A	Use bonnet cleaning
CPPCCL2003A	Use dry foam shampoo

CPPCCL2004A	Use dry absorbent compound
CPPCCL2005A	Use wet foam shampoo

Custom Content Section

Not applicable.