



Australian Government

Department of Education, Employment and Workplace Relations

CPP41011 Certificate IV in Cleaning Management

Release: 1

CPP41011 Certificate IV in Cleaning Management

Modification History

Not applicable.

Description

This qualification applies to individuals who use well developed skills and a broad knowledge base in a wide variety of cleaning management contexts. They may be responsible for wide-ranging operational cleaning management activity and are responsible for managing staff, providing quotations, planning and overseeing work and providing customer support.

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"> • listen to, understand and give work instructions, directions and feedback • speak clearly and directly to relay information • negotiate effectively with clients • read and interpret workplace related documentation, such as work instructions, manufacturer specifications and product labels • write reports as required • interpret the needs of team members from clear information and feedback • apply basic numeracy skills to workplace requirements involving measuring and counting • share information with other staff, colleagues, clients and others • communicate with colleagues and supervisors regarding safe work practices and own work role
Teamwork	<ul style="list-style-type: none"> • lead and develop teams • work with diverse individuals and groups • apply knowledge of own role as part of a team and of the roles of all team members • identify and use the strengths of other team members • recruit and manage staff
Problem-solving	<ul style="list-style-type: none"> • develop practical and creative solutions to workplace problems • assess, develop and apply environmentally sustainable solutions • control materials and resources for the work site • prepare quotations • develop appropriate responses to workplace safety matters • show independence and initiative in identifying problems • solve problems individually or in teams • use numeracy skills to solve problems, e.g. time management and simple calculations • test assumptions and take context into account • listen to and resolve concerns in relation to workplace issues • resolve client concerns relative to workplace responsibilities
Initiative and enterprise	<ul style="list-style-type: none"> • secure new business opportunities

	<ul style="list-style-type: none"> • represent the business to clients and others • adapt to new situations • be creative in response to workplace challenges • identify opportunities that might not be obvious to others • generate a range of options in response to workplace matters • translate ideas into action • develop innovative solutions within established guidelines
Planning and organising	<ul style="list-style-type: none"> • collect, analyse and organise information • plan and organise for a safe work site • plan for and organise sustainability strategies within the workplace • be appropriately resourceful • take initiative and make decisions within workplace role and authorised limits • work within and establish clear work goals and deliverables • determine or apply required resources • allocate resources to tasks and workplace requirements • manage time and priorities • adapt resource allocations to cope with contingencies
Self-management	<ul style="list-style-type: none"> • be self-motivated • articulate own ideas and vision • balance own ideas, values and vision with workplace values and requirements • monitor and evaluate own performance • 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 by sharing information • apply a range of learning approaches • participate in developing own learning plans, e.g. as part of performance management
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 • apply technology as a management tool

Packaging Rules

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

- 13 units of competency:
- 8 core units
- 5 elective units.

The elective units are to be chosen as follows:

- up to 3 units from the elective units listed below
- up to 5 units from units in Certificate IV qualifications in BSB07 Business Services Training Package that are not listed or equivalent to the core units below
- up to 1 unit from a Certificate III qualification in CPP07 Property Services Training Package
- up to 2 units from Certificate IV or Diploma 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
BSBHRM402A	Recruit, select and induct staff
BSBRISK501A	Manage risk
CPPCLO4022A	Organise and monitor cleaning operations
CPPCLO4024A	Control the supply of resources to the work site
CPPCLO4025A	Provide quotation for cleaning services
CPPCMN4004B	Facilitate effective client relationships
CPPCMN4006A	Facilitate effective workplace relationships
CPPCMN4007A	Manage workplace safety arrangements

Elective units of competency

Unit code	Unit title
CPPCMN4001B	Develop workplace policies and procedures for sustainability
CPPCMN4002B	Implement and monitor environmentally sustainable work practices
CPPCMN4005A	Facilitate effective teamwork

Custom Content Section

Not applicable.