



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **CPPCCL2007A Perform basic stain removal**

**Release: 1**

## **CPPCCL2007A Perform basic stain removal**

### **Modification History**

Revised unit

Unit updated and equivalent to PRMCC07A Perform basic stain removal

### **Unit Descriptor**

This unit of competency specifies the outcomes required to remove stains and spots from carpet using basic stain removal techniques.

The unit requires the ability to assess the extent of the cleaning task through understanding client requirements and characteristics of the carpet, and apply company policies and procedures in order to perform the task.

Removing stains and spots may occur as a single task or more likely in conjunction with other cleaning methods, such as vacuuming, extraction, patrolling and general cleaning. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.

A spot is defined as foreign material on a fibre that changes the texture of the fibre. A stain is defined as foreign material in a fibre that changes the appearance of the fibre but not the texture.

### **Application of the Unit**

This unit of competency supports employees without managerial or supervisory responsibilities. Performance would usually be carried out under routine supervision and within company guidelines.

### **Licensing/Regulatory Information**

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

### **Pre-Requisites**

Not applicable.

### **Employability Skills Information**

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

- |   |                                 |  |
|---|---------------------------------|--|
| 1 | Assess area to be spot cleaned. | <p>1.1 Area is assessed and <b>work order</b> is reviewed according to <b>company requirements</b>, and issues are clarified with <b>appropriate persons</b>.</p> <p>1.2 <b>Hazards</b> in work site are identified and risks controlled according to company, <b>legislative and occupational health and safety (OHS) requirements</b>.</p> <p>1.3 Type, condition and colour-fastness of <b>carpet</b> are identified by observation and/or <b>testing</b> according to work order and company requirements.</p> <p>1.4 <b>Soil type</b> causing spot or stain is identified through observation and according to work order and company requirements.</p> <p>1.5 <b>Cleaning techniques</b> are selected according to work order and company requirements.</p> <p>1.6 Size and usage pattern of work site are determined to ensure safety of <b>personnel</b> and efficient use of <b>equipment</b> and <b>chemicals</b>.</p> <p>1.7 Pre-existing damage is identified and reported to appropriate persons according to company requirements.</p> |
| 2 | Select equipment and chemicals. | <p>2.1 <b>Personal protective equipment (PPE)</b> is selected and used according to <b>manufacturer specifications</b>, and OHS and company requirements.</p> <p>2.2 Equipment and chemicals are selected for work order according to OHS and company requirements.</p> <p>2.3 Operational effectiveness of equipment is checked according to manufacturer specifications and company</p>  |

- requirements.
- 2.4 Equipment is adjusted to suit operator's requirements according to manufacturer specifications and OHS requirements.
- 2.5 Chemicals are prepared according to manufacturer specifications, and OHS and company requirements.
- 3 Prepare work site.
- 3.1 Hazards in work site are confirmed and risks controlled and reassessed according to legislative, OHS and company requirements.
- 3.2 Furniture and fittings that impede cleaning operation are removed according to work order, and OHS and company requirements.
- 3.3 **Signage and barriers** are installed as required to maximise public safety during cleaning operation according to work order, and OHS and company requirements.
- 3.4 **Work restrictions** affecting completion of work order are identified and appropriate persons are promptly notified.
- 4 Clean work site.
- 4.1 Soil is removed and carpet is cleaned using cleaning techniques, equipment, PPE and chemicals according to manufacturer specifications and legislative, OHS and company requirements.
- 4.2 Treated area is compared with surrounding surface to determine need for further action according to work order and company requirements.
- 4.3 Results are reported to appropriate persons according to company requirements.
- 4.4 Work is performed according to work order, manufacturer specifications and legislative, OHS and company requirements.

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|---|--|-----|--|
| 5 | Tidy work site.  | 5.1 | Collected soil and <i>waste</i> are disposed of according to client specifications, work order, manufacturer specifications and legislative, OHS and company <i>environmental requirements</i> . |
|   |  | 5.2 | Furniture and fittings are replaced according to client requests, work order and OHS requirements.   |
|   |  | 5.3 | Signage and barriers are removed according to work order, and OHS and company requirements.  |
| 6 | Clean and safety check equipment, and store equipment and chemicals. | 6.1 | Equipment and PPE are cleaned according to manufacturer specifications and environmental, OHS and company requirements.  |
|   |  | 6.2 | Equipment and PPE are safety checked according to manufacturer specifications and OHS requirements, and required maintenance is recorded according to company requirements.                      |
|   |  | 6.3 | Equipment and PPE are stored and maintained to allow ready access according to manufacturer specifications, and OHS and company requirements.  |
|   |  | 6.4 | Chemicals are stored according to manufacturer specifications, and OHS and company requirements.   |

## Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

### Required skills

- customer service skills to:
  - establish rapport with clients
  - gain clients' trust
- analytical skills to:
  - assess surface suitability for stain removal
  - classify fibres, soil and stains
  - select cleaning strategies and chemicals to suit carpet and stains
- interpersonal skills to relate to people from a range of backgrounds
- language, literacy and numeracy skills to:
  - communicate clearly and concisely verbally and in writing
  - explain carpet-cleaning processes and expected outcomes to the client
  - perform mathematical calculations required for diluting and mixing chemicals
  - read and interpret directions and safety instructions, including:
    - chemical labels
    - equipment manuals
    - material safety data sheets (MSDS)
  - request advice or further information
  - seek and receive feedback
  - source, organise and record information
- problem-solving skills to manage contingencies
- self-management skills to work alone and in a team
- skills to work safely when:
  - handling and disposing of chemicals
  - identifying hazards and controlling risks
  - manual handling

### Required knowledge

- carpet characteristics, including:
  - carpet construction
  - features of fibres
- characteristics of soil causing spots and stains
- cleaning equipment and chemicals, including:
  - encapsulation

- low environmental-impact chemicals
- low-moisture use equipment
- cleaning options for carpet, including:
  - pre-spotting and stain-removal methods
  - water-efficient methods
- company management structure and procedures, including:
  - biological and viral control
  - emergency response and evacuation procedures
  - environmental protection procedures
  - injury, dangerous occurrence and incident reporting
  - OHS procedures
  - quality systems
- correct techniques for:
  - extraction cleaning
  - spot cleaning
- legislation, regulations, codes of practice and industry advisory standards that apply to carpet cleaning and environmental protection
- safe work practices for using:
  - chemicals
  - equipment, including PPE
- testing methods

## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	This unit of competency could be assessed by observing practical demonstration of basic stain removal on at least two different types of carpet.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>A person who demonstrates competency in this unit must be able to provide evidence of the required skills and knowledge specified in this unit.</p> <p>In particular the person should demonstrate the ability to:</p> <ul style="list-style-type: none"> <li>• identify type and characteristics of the carpet</li> <li>• identify type of stain or spot</li> <li>• comply with company and legislative requirements</li> <li>• select cleaning equipment and chemicals</li> <li>• achieve outcomes in relation to customer work order and company requirements</li> <li>• apply safe and efficient cleaning methods.</li> </ul>
Context of and specific resources for assessment	<p>Assessment of essential underpinning knowledge may be conducted in an off-site context and must comply with relevant regulatory or Australian standards requirements.</p> <p>Resource implications for assessment include access to:</p> <ul style="list-style-type: none"> <li>• suitable work site or venue with carpet</li> <li>• equipment operating manuals and MSDS</li> <li>• PPE</li> <li>• suitable equipment and chemicals</li> <li>• assessment instruments, including personal planner and assessment record book</li> <li>• work order instructions, work plans and schedules.</li> </ul>
Method of assessment	<p>Assessment methods must:</p> <ul style="list-style-type: none"> <li>• satisfy the endorsed Assessment Guidelines of the Property Services Training Package</li> <li>• include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application</li> <li>• reinforce the integration of employability skills with workplace tasks and job roles</li> <li>• confirm that competency is verified and able to be transferred to other circumstances and environments.</li> </ul>



Guidance information for assessment	<p>Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.</p> <p>Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed.</p> <p>This unit could be assessed on its own or in combination with other units relevant to the job function, such as:</p> <ul style="list-style-type: none"><li>• CPPCCL2001A Use hot water extraction</li><li>• CPPCCL2002A Use bonnet cleaning</li><li>• CPPCCL2003A Use dry foam shampoo</li><li>• CPPCCL2004A Use dry absorbent compound</li><li>• CPPCCL2005A Use wet foam shampoo.</li></ul>
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## Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<p><b><i>Work order</i></b> information may include:</p>	<ul style="list-style-type: none"> <li>• access to work site, including:             <ul style="list-style-type: none"> <li>• access and egress points</li> <li>• timing of access</li> </ul> </li> <li>• budget allocations</li> <li>• completion times and dates</li> <li>• human resource requirements to complete the work tasks</li> <li>• job requirements and tasks</li> <li>• legislative and local government requirements, including environmental protection requirements</li> <li>• OHS requirements and emergency response procedures</li> <li>• requirements for working in isolated and remote locations</li> <li>• resource requirements, such as equipment and materials</li> <li>• specific client requirements, such as:             <ul style="list-style-type: none"> <li>• dress and presentation requirements</li> <li>• relationships with other activities</li> </ul> </li> <li>• use of signage and barriers</li> <li>• work schedules</li> <li>• work site contact persons.</li> </ul>
<p><b><i>Company requirements</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• business and performance plans</li> <li>• client communication procedures</li> <li>• client confidentiality procedures</li> <li>• client service standards</li> <li>• communication channels and reporting procedures</li> <li>• company goals, objectives, plans, systems and processes</li> <li>• company issued identification badge, card or pass</li> <li>• company policies and procedures, including:             <ul style="list-style-type: none"> <li>• access and equity policy, principles and practice</li> <li>• OHS policies and procedures, including control procedures</li> <li>• maintenance procedures for equipment and PPE</li> <li>• those relating to own role, responsibility and delegation</li> <li>• work site access security clearance procedures</li> </ul> </li> <li>• company service standards</li> <li>• dress and presentation requirements</li> <li>• duty of care, code of conduct and code of ethics</li> <li>• emergency response and evacuation procedures</li> </ul>

	<ul style="list-style-type: none"> <li>• employer and employee rights and responsibilities</li> <li>• environmental protection requirements</li> <li>• personnel practices and guidelines</li> <li>• quality and continuous improvement processes and standards</li> <li>• records and information systems and processes</li> <li>• training materials (induction, refresher and new skills)</li> <li>• use of contractors.</li> </ul>
<b><i>Appropriate persons</i></b> may include:	<ul style="list-style-type: none"> <li>• clients</li> <li>• colleagues</li> <li>• managers</li> <li>• persons in control of work sites</li> <li>• supervisors.</li> </ul>
<b><i>Hazards</i></b> may include:	<ul style="list-style-type: none"> <li>• allergic reactions to chemicals and equipment, including latex allergies</li> <li>• biological and animal waste</li> <li>• bites and stings</li> <li>• blood and blood-stained products</li> <li>• confined and restricted spaces</li> <li>• contaminated clothing, materials and equipment</li> <li>• damaged or inappropriate equipment</li> <li>• dust and fibres</li> <li>• electrical hazards arising from: <ul style="list-style-type: none"> <li>• cables</li> <li>• electrical fittings: <ul style="list-style-type: none"> <li>• switches</li> <li>• lights</li> </ul> </li> <li>• untested electrical equipment</li> </ul> </li> <li>• fatigue</li> <li>• fire</li> <li>• gas</li> <li>• heights</li> <li>• inadequate lighting and ventilation</li> <li>• infectious and zoonotic diseases, such as: <ul style="list-style-type: none"> <li>• Q fever</li> <li>• scabies</li> </ul> </li> <li>• mobile equipment and vehicle hazards around plant and vehicles</li> <li>• moving or unguarded machinery and parts</li> <li>• noise</li> <li>• occupational violence and bullying</li> <li>• poor personal hygiene practices</li> <li>• spill, splash and spray</li> </ul>

	<ul style="list-style-type: none"> <li>• release of substances with negative environmental impact</li> <li>• synergistic chemical reactions, such as: <ul style="list-style-type: none"> <li>• hazardous incompatibility</li> <li>• reactivity</li> </ul> </li> <li>• syringes or other sharps</li> <li>• ultraviolet light</li> <li>• unsafe manual-handling techniques, including awkward and repetitive postures</li> <li>• unsafe underfoot conditions, such as slippery, uneven and rough surfaces</li> <li>• unrestricted people access</li> <li>• waste and waste disposal</li> <li>• work in extremes of temperature</li> <li>• work in unfamiliar, isolated or remote environments.</li> </ul>
<p><b><i>Legislative requirements</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• Australian standards, quality assurance and certification requirements</li> <li>• award and enterprise agreements</li> <li>• industry advisory standards and codes, such as: <ul style="list-style-type: none"> <li>• building codes</li> <li>• dangerous goods codes</li> </ul> </li> <li>• relevant commonwealth, state and territory legislation and local government regulations that affect company operation, including: <ul style="list-style-type: none"> <li>• anti-discrimination and diversity policies</li> <li>• chemical controls</li> <li>• chemical registers and manifests</li> <li>• consumer protection legislation</li> <li>• energy conservation</li> <li>• environmental protection</li> <li>• equal employment opportunity</li> <li>• freedom of information</li> <li>• industrial equipment certificates of competency or licences</li> <li>• industrial relations</li> <li>• OHS Acts and regulations</li> <li>• privacy</li> <li>• public health</li> <li>• trade practices</li> <li>• water conservation</li> <li>• workplace consultative arrangements.</li> </ul> </li> </ul>
<p><b><i>Occupational health and safety</i></b> (also known as</p>	<ul style="list-style-type: none"> <li>• allergic reactions, such as contact dermatitis</li> <li>• communication devices for remote and isolated locations, such</li> </ul>

<p>workplace health and safety) <i>requirements</i> may relate to:</p>	<p>as:</p> <ul style="list-style-type: none"> <li>• mobile phone</li> <li>• two-way radio</li> <li>• dermatotoxicological control and prevention measures</li> <li>• emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances</li> <li>• hazard identification and risk assessment mechanisms</li> <li>• health surveillance and monitoring, such as regular blood testing</li> <li>• hierarchy of hazard control procedures</li> <li>• injury and dangerous reporting</li> <li>• maintaining clear access ways</li> <li>• national and industry standards and codes of practice</li> <li>• OHS control procedures, such as: <ul style="list-style-type: none"> <li>• health and safety plans</li> <li>• job plans</li> <li>• job safety analyses</li> <li>• risk assessments</li> <li>• safe operating practices and procedures</li> <li>• safe system of work statements</li> <li>• safe work instructions</li> <li>• work method statements</li> </ul> </li> <li>• chemical routes of entry</li> <li>• potential symptoms of exposure to chemicals</li> <li>• safe work practices for equipment, PPE and chemical storage, including interpretation of: <ul style="list-style-type: none"> <li>• MSDS</li> <li>• hazardous substance information, such as long latency periods</li> </ul> </li> <li>• safety, induction and refresher training</li> <li>• selection and use of PPE and clothing appropriate to the hazard</li> <li>• ultraviolet light</li> <li>• up-to-date electrical test and tag compliance</li> <li>• use of chemicals according to MSDS</li> <li>• use of residual current devices</li> <li>• use, storage and maintenance of equipment according to manufacturer specifications and equipment operating manuals.</li> </ul>
<p><i>Carpet</i> may include carpet, mats and rugs made from:</p>	<ul style="list-style-type: none"> <li>• mixed blends</li> <li>• natural fibres, such as: <ul style="list-style-type: none"> <li>• organic (plant) fibres, such as cotton and sisal</li> <li>• silk</li> <li>• wool</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• synthetic fibres, such as:             <ul style="list-style-type: none"> <li>• acrylic</li> <li>• nylon</li> <li>• polyester</li> <li>• polypropylene.</li> </ul> </li> </ul>
<b>Testing</b> may include:	<ul style="list-style-type: none"> <li>• burn test</li> <li>• chemical test</li> <li>• sink and float test.</li> </ul>
<b>Soil types</b> may be wet or dry and include:	<ul style="list-style-type: none"> <li>• beverages</li> <li>• candle wax</li> <li>• chewing gum</li> <li>• cigarette butts</li> <li>• dust</li> <li>• dye stuffs</li> <li>• food</li> <li>• grease</li> <li>• heavy dirt build-up</li> <li>• hospital waste</li> <li>• hydrocarbons</li> <li>• industrial and chemical waste</li> <li>• lipstick</li> <li>• nail polish</li> <li>• oil</li> <li>• paper</li> <li>• plant stains</li> <li>• rainwater</li> <li>• shoe polish</li> <li>• tar.</li> </ul>
<b>Cleaning techniques</b> may include:	<ul style="list-style-type: none"> <li>• agitation</li> <li>• assisted drying</li> <li>• dwell time</li> <li>• grooming</li> <li>• low-water usage</li> <li>• neutralisation</li> <li>• pre-treatment chemical application</li> <li>• removal by absorption</li> <li>• vacuuming to prepare work site.</li> </ul>
<b>Personnel</b> may include:	<ul style="list-style-type: none"> <li>• client's staff members</li> <li>• colleagues</li> <li>• general public</li> <li>• venue, facility, or shopping centre staff and/or management.</li> </ul>

<b>Equipment</b> may include:	<ul style="list-style-type: none"> <li>• carpet-cleaning bonnets and hand bonnets</li> <li>• carpet-drying equipment, such as: <ul style="list-style-type: none"> <li>• air movers</li> <li>• drying bonnets</li> </ul> </li> <li>• carpet groomers</li> <li>• carpet spot-cleaning kits</li> <li>• cloths, such as towelling</li> <li>• extraction units, such as: <ul style="list-style-type: none"> <li>• self-contained</li> <li>• vehicle-mounted</li> </ul> </li> <li>• garbage bins</li> <li>• measuring equipment, such as jugs and cups</li> <li>• plastic coasters or polystyrene blocks</li> <li>• respirators</li> <li>• rotary or cylindrical scrubbing machines</li> <li>• safety signage</li> <li>• scrapers and spatulas</li> <li>• selected tools and hand tools</li> <li>• sponges</li> <li>• spray equipment (pressurised or unpressurised)</li> <li>• steam irons</li> <li>• trigger sprayers</li> <li>• vacuum cleaners, such as: <ul style="list-style-type: none"> <li>• upright</li> <li>• vehicle-mounted</li> </ul> </li> <li>• waste recovery tank.</li> </ul>
<b>Chemicals</b> may include:	<ul style="list-style-type: none"> <li>• acid cleaners</li> <li>• alkaline cleaners</li> <li>• low environmental-impact chemicals</li> <li>• neutral cleaners</li> <li>• solvent cleaners.</li> </ul>
<b>Personal protective equipment</b> may include:	<ul style="list-style-type: none"> <li>• ear muffs and plugs</li> <li>• gloves, such as non-permeable</li> <li>• high-visibility vests and clothing</li> <li>• overalls and other protective clothing</li> <li>• respirators</li> <li>• safety glasses or goggles</li> <li>• safety shoes</li> <li>• splash-proof face masks</li> <li>• sun protection</li> <li>• tongs</li> </ul>

	<ul style="list-style-type: none"> <li>• ultraviolet protection</li> <li>• wet-work clothing.</li> </ul>
<b>Manufacturer specifications</b> may include:	<ul style="list-style-type: none"> <li>• equipment operating manuals</li> <li>• instructional guides</li> <li>• MSDS</li> <li>• other resources supplied by the manufacturer, such as: <ul style="list-style-type: none"> <li>• laminated cards</li> <li>• notices</li> <li>• wall posters</li> </ul> </li> <li>• product labels</li> <li>• safety instructions pre-printed on equipment.</li> </ul>
<b>Signage and barriers</b> may include:	<ul style="list-style-type: none"> <li>• physical barriers and restraints erected to restrict access to a site</li> <li>• signs complying with legislative requirements and Australian standards, warning of danger or adverse conditions, including: <ul style="list-style-type: none"> <li>• cleaning in progress</li> <li>• hazardous chemicals in use or present in work area.</li> </ul> </li> </ul>
<b>Work restrictions</b> may include:	<ul style="list-style-type: none"> <li>• amount of cleaning anticipated</li> <li>• client activity</li> <li>• employee level of literacy and communication skills</li> <li>• faulty or inappropriate equipment</li> <li>• site accessibility</li> <li>• site hazards</li> <li>• skills of the work unit or team</li> <li>• staffing resources</li> <li>• time limitations.</li> </ul>
<b>Waste</b> may be either solid or liquid and include:	<ul style="list-style-type: none"> <li>• chemicals past expiry date</li> <li>• litter</li> <li>• machine or vehicle exhaust emissions</li> <li>• obsolete equipment</li> <li>• packaging</li> <li>• soil</li> <li>• used containers</li> <li>• used or contaminated PPE</li> <li>• used or unused chemicals.</li> </ul>
<b>Environmental requirements</b> may include:	<ul style="list-style-type: none"> <li>• clean-up, containment and isolation</li> <li>• company policies and guidelines</li> <li>• emergency chemical spill control measures</li> <li>• environmental protection agency and requirements of government departments, such as: <ul style="list-style-type: none"> <li>• agriculture</li> <li>• emergency services</li> </ul> </li> </ul>



	<ul style="list-style-type: none"><li>• national parks and wildlife</li><li>• hazardous materials handling</li><li>• local government regulations and by-laws</li><li>• low environmental-impact chemicals</li><li>• low-energy carpet-cleaning methods</li><li>• low-moisture carpet-cleaning methods</li><li>• low water-use equipment and other water-efficient cleaning methods</li><li>• non-chemical carpet-cleaning methods.</li></ul>
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## **Unit Sector(s)**

Carpet cleaning

## **Custom Content Section**

Not applicable.