



Australian Government

Department of Education, Employment and Workplace Relations

CPPCCL3020A Develop a plan to mitigate water damage and restore carpet

Release: 1

CPPCCL3020A Develop a plan to mitigate water damage and restore carpet

Modification History

New unit
No equivalent unit

Unit Descriptor

This unit of competency specifies the outcomes required to develop a plan to undertake and manage the water damage mitigation and restoration process. The unit requires the ability to work with the owner or manager of the premises and insurance company, plan and resource the project, and select the appropriate techniques to address the problems caused by flooding.

Application of the Unit

This unit of competency supports individuals working in the carpet cleaning and water damage and restoration industry as an employee or a self-employed business owner. The unit applies to those operating within the scope of their defined roles and responsibilities, typically working autonomously. They are responsible for ensuring that the most cost-effective methods of addressing water damage are planned and appropriately resourced. The unit must be strictly applied according to occupational health and safety (OHS) and waste-disposal requirements.

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

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| 1 | Determine and report advice to customer. | 1.1 | Information gathered during assessment of site is analysed. |
| | | 1.2 | Judgements are made about cost efficiency of drying and restoration or replacement of carpet and underlay. |
| | | 1.3 | Strategies are considered that address other materials and installed furniture and fittings. |
| | | 1.4 | Report recommending cost-effective solution and highlighting limitations to achievable results is prepared and communicated to client. |
| | | 1.5 | Advice is sought from client about steps that are required for authorising any work. |
| 2 | Secure approval to proceed. | 2.1 | Timeline for conducting mitigation and restoration work is negotiated with owner or manager and insurer of premises. |
| | | 2.2 | Costs associated with undertaking work are quoted and negotiated. |
| | | 2.3 | Formal agreement to proceed with work is secured and documentation including acceptance of quotation is completed according to standard company procedures. |
| 3 | Formalise plan. | 3.1 | Operational and technical staff members are identified and secured, and their roles and levels of delegation are clearly explained. |
| | | 3.2 | <i>Equipment</i> is identified, quantified and secured. |
| | | 3.3 | <i>Personal protective equipment</i> (PPE) is sourced |

- according to **manufacturer specifications**, and OHS and company requirements.
- 3.4 Task is sequenced to ensure maximum efficiency for completion.
 - 3.5 ***Risk management plan*** is developed and documented according to legislative and company procedures.
 - 3.6 Procedures to remove waste from site are developed according to local legislation and company procedures.
 - 3.7 Access to site is arranged.
 - 3.8 Site induction and briefing on OHS procedures are provided to personnel.
 - 3.9 Plan is documented that reflects **management of flood damage in line with legislative and company standards**.

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
 - identify and respond to client requirements
- analytical skills to:
 - analyse suitability of carpet for water extraction
 - classify soil and stains
 - select chemicals to suit carpet type
- interpersonal skills to relate to people from a range of backgrounds
- language, literacy and numeracy skills to:
 - calculate measurements and costs
 - communicate clearly and concisely verbally and in writing
 - make psychrometric evaluations
 - negotiate alterations to plans
 - read and interpret directions and safety instructions, including:
 - work instructions
 - specifications
 - material safety data sheets (MSDS)
 - report recommendations
 - request advice or further information
 - respond to feedback
 - source, organise and record information
- planning and organising skills to:
 - accurately estimate timeframes
 - schedule work efficiently
 - manage time
- problem-solving and contingency management skills to reschedule work
- skills to work safely when:
 - handling and disposing of chemicals and waste
 - identifying hazards and controlling risks
 - manual handling

Required knowledge

- carpet characteristics, including:
 - carpet construction
 - carpet types
 - dying methods
 - features of fibres, piles and yarns
 - sub-flooring structures
 - underlay types
- carpet restoration options, including:
 - carpet installation
 - cleaning equipment and chemicals, including low environmental-impact chemicals
 - pre-spotting and stain-removal methods
 - psychrometry evaluations
- company management structure and procedures, including:
 - customer service standards
 - biological and viral control
 - emergency response and evacuation procedures
 - environmental protection procedures
 - hazard and risk assessment
 - injury, dangerous occurrence and incident reporting
 - occupational health and safety (OHS) procedures
 - quality systems
 - reporting procedures
- legislation, regulations, codes of practice and industry advisory standards that apply to own work practices

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 a practical demonstration of a site inspection, followed by the planning of a mitigation and restoration process.
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"> • communicate with clients to elicit required information and negotiate access • assess and prioritise work requirements • allocate work to appropriately trained staff • schedule work efficiently • report effectively • comply with company, legislative and regulatory requirements for water mitigation and restoration operations.
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"> • range of actual or simulated work environments • clients with differing needs and expectations • industry documentation and relevant codes and standards.
Method of assessment	<p>Assessment methods must:</p> <ul style="list-style-type: none"> • satisfy the endorsed Assessment Guidelines of the Property Services Training Package • 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 • reinforce the integration of employability skills with workplace tasks and job roles • confirm that competency is verified and able to be transferred to other circumstances and environments.
Guidance information for assessment	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

	<p>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.</p>
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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.

<i>Equipment</i> includes:	<ul style="list-style-type: none"> • carpet-cleaning bonnets and hand bonnets • carpet-drying equipment, such as: <ul style="list-style-type: none"> • air movers • heating equipment dehumidifiers • carpet groomers • cloths, such as towelling • dehumidification equipment • drying charts • extraction tools • garbage bins • hygrometers • measuring equipment, such as jugs and cups • moisture detection equipment • mops • plastic coasters or polystyrene blocks • psychrometric calculators • psychrometric evaluation charts • safety signage • scrapers and spatulas • selected tools and hand tools • sponges • spray equipment • stair tools • trigger sprayers • waste recovery tank
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	<ul style="list-style-type: none"> • wet vacuum systems, such as self-contained or vehicle-mounted.
<p><i>Personal protective equipment</i> may include:</p>	<ul style="list-style-type: none"> • ear muffs and plugs • gloves, such as non-permeable • high-visibility vests and clothing • overalls and other protective clothing • respirators • safety glasses or goggles • safety shoes • splash-proof face masks • sun protection • tongs • ultraviolet protection • wet-work clothing.
<p><i>Risk management plan</i> addresses risks and hazards, including:</p>	<ul style="list-style-type: none"> • allergic reactions to chemicals and equipment, including latex allergies • biological and animal waste • bites and stings • blood and blood-stained products • confined and restricted spaces • contaminated clothing, materials and equipment • damaged or inappropriate equipment • dust and fibres • electrical hazards arising from: <ul style="list-style-type: none"> • cables • electrical fittings: <ul style="list-style-type: none"> • switches • lights • untested electrical equipment • fatigue • fire • gas • heights • inadequate lighting and ventilation • infectious and zoonotic diseases, such as: <ul style="list-style-type: none"> • Q fever • scabies • mobile equipment and vehicle hazards around plant and vehicles • moving or unguarded machinery and parts • noise • occupational violence and bullying • poor personal hygiene practices

	<ul style="list-style-type: none"> • spill, splash and spray • release of substances with negative environmental impact • synergistic chemical reactions, such as: <ul style="list-style-type: none"> • hazardous incompatibility • reactivity • syringes or other sharps • ultraviolet light • unsafe manual-handling techniques, including awkward and repetitive postures • unsafe underfoot conditions, such as slippery, uneven and rough surfaces • unrestricted people access • waste and waste disposal • work in extremes of temperature • work in unfamiliar, isolated or remote environments.
<p><i>Legislative and company standards</i> may include:</p>	<ul style="list-style-type: none"> • client specific contractual requirements • company policies and procedures, for: <ul style="list-style-type: none"> • dress and presentation requirements • emergency response and evacuation • using electronic devices • company service standards • documentation and information systems and processes • industry advisory standards and codes, such as: <ul style="list-style-type: none"> • building codes • dangerous goods codes • personnel practices and guidelines outlining work roles, responsibilities and delegations • relevant commonwealth, state and territory legislation and local government regulations that affect company operation, including: <ul style="list-style-type: none"> • anti-discrimination and diversity policies • chemical controls • chemical registers and manifests • consumer protection • energy conservation • environmental protection • equal employment opportunity • freedom of information • industrial equipment certificates of competency or licences • industrial relations • OHS Acts and regulations

	<ul style="list-style-type: none">• privacy• public health• trade practices• water conservation• workplace consultative arrangements.
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Unit Sector(s)

Carpet cleaning

Custom Content Section

Not applicable.