Australian Government

Department of Education, Employment and Workplace Relations

CPPCLO2033A Plan for safe and efficient cleaning activities

Release: 1

INDUSTRY SKILLS COUNCILS

Creating Australia's Future

CPPCLO2033A Plan for safe and efficient cleaning activities

Modification History

Revised unit
Unit updated and equivalent to PRMCL33B Plan for safe and efficient cleaning activities

Unit Descriptor

This unit of competency specifies the outcomes required to plan for safe and efficient cleaning activities. The unit covers general issues that need to be addressed in each work site for each cleaning activity to ensure maximum safety and efficiency.
The unit requires the ability to assess cleaning tasks, associated hazards and security issues on the work site, maintain personal safety, and select safe and efficient cleaning methods. These work functions are performed each time a cleaner enters a work site and are carried out within company guidelines.

Application of the Unit

This unit of competency supports employees without managerial or supervisory responsibilities.

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..

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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 cleaning situation.	1.1	*Work order* is reviewed according to *company requirements*.
		1.2	*Work site assessment* is made according to company, *environmental, legislative* and *occupational health and safety* (OHS) *requirements.*
		1.3	Work order is checked to determine staffing and time allocation for cleaning operation according to company requirements.
		1.4	Access to *equipment, chemicals, consumables* and *personal protective equipment* (PPE) suitable for implementing work order is determined according to environmental, legislative, OHS and company requirements.
		1.5	Issues are clarified with *appropriate persons* according to company requirements.
		1.6	Work schedules are amended to reflect changed situations according to company requirements.
		1.7	Pre-existing damage is identified and reported to appropriate persons according to work order and company requirements.
2	Assess hazards.	2.1	*Hazards* in work site are identified according to legislative, OHS and company requirements.
		2.2	Risks arising from hazards in work site are controlled according to legislative, OHS and company requirements.
		2.3	Hazards remaining in work site area are reported to

appropriate persons according to legislative, OHS and company requirements.

3	Assess work site security risks.	3.1	Security arrangements on work site are identified and implemented according to work order, and OHS and company requirements.
		3.2	Emergency response and evacuation procedures are reviewed according to OHS and company requirements.
		3.3	Security alarm systems are operated according to client specifications, work order, *manufacturer specifications* and OHS and company requirements.
4	Select suitable work methods.	4.1	Cleaning methods are selected according to work order and environmental, legislative, OHS and company requirements.
		4.2	*Signage and barriers* are installed as required to maximise public safety during cleaning operation according to work order, and OHS and company requirements.
		4.3	Cleaning activity is arranged to minimise disruption to *personnel* according to work order and company requirements.
		4.4	Equipment is used according to manufacturer specifications and legislative, OHS and company requirements.
		4.5	Chemicals are prepared according to manufacturer specifications and legislative, OHS and company requirements.
		4.6	*Work restrictions* affecting completion of work order are identified and appropriate persons are notified according to OHS and company requirements.

Required Skills and Knowledge

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

Required skills

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
    - perform mathematical calculations required for estimating time
    - read and interpret directions and safety instructions, including:
        - chemical labels
        - equipment manuals
        - material safety data sheets (MSDS)
        - work orders
    - request advice or further information
    - seek and receive feedback
    - source, organise and record information
- planning and organising skills to:
    - manage time
    - prioritise work
    - schedule efficiently
- problem-solving skills to manage contingencies
- skills to work safely when:
    - handling and disposing of chemicals
    - handling and disposing of contaminated and toxic waste
    - identifying hazards and controlling risks
    - manual handling
- self-management skills to work alone and in a team
- teamwork skills to lead teams

Required knowledge

- company management structure and procedures, including:
    - biological and viral control
    - emergency response and evacuation procedures
    - environmental protection procedures
    - first aid procedures
    - injury, dangerous occurrence and incident reporting

- OHS procedures
- quality systems
- legislation, regulations, codes of practice and industry advisory standards that apply to planning for safe and efficient cleaning activities, including OHS legislation
- product knowledge, including manufacturer specifications for products being used
- routes of entry and potential symptoms of exposure to chemicals
- safe work practices for using:
  - chemicals
  - equipment, including PPE
- types of surfaces, their characteristics and appropriate cleaning 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 demonstrations of planning for safe and efficient cleaning activities involving at least two different work site environments.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	A person who demonstrates competency in this unit must be able to provide evidence of the required skills and knowledge specified in this unit. In particular the person should demonstrate the ability to: • assess cleaning task • assess hazards on work site • assess effectiveness of work site security arrangements within scope of task and work order • select suitable cleaning methods • comply with company, legislative and regulatory requirements • use biological and viral control procedures • apply knowledge of routes of entry and potential symptoms of exposure to chemicals.
Context of and specific resources for assessment	Assessment of essential underpinning knowledge may be conducted in an off-site context. It is to comply with relevant regulatory or Australian standards' requirements. Resource implications for assessment include access to: • suitable work site or venue • suitable equipment and chemicals • PPE • work order instructions, work plans and schedules • assessment instruments, including personal planner and assessment record book.
Method of assessment	Assessment methods must: • 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 of appropriate assessment support.

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.

This unit could be assessed on its own or in combination with other units relevant to the job function, such as:

- CPPCLO2035A Maintain cleaning storage areas
- CPPCMN2002A Participate in workplace safety arrangements. |

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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.

Work order information may include:	- access to work site, including: - access and egress points - timing of access - budget allocations - completion times and dates - human resource requirements to complete the work tasks - job requirements and tasks - legislative and local government requirements - OHS requirements and emergency response procedures - requirements for working in isolated and remote locations - resource requirements, such as equipment and materials - specific client requirements, such as: - dress and presentation requirements - relationships with other activities - use of signage and barriers - work schedules - work site contact persons - work site requirements for specific industries, such as: - hospitals and medical centres - nursing homes - retail food courts - schools - tourism and hospitality.
Company requirements may include:	- business and performance plans - client communication procedures - client confidentiality procedures - client service standards - communication channels and reporting procedures - company goals, objectives, plans, systems and processes - company issued identification badge, card or pass - company policies and procedures, including: - access and equity policy, principles and practice - OHS policies and procedures, including control procedures - maintenance procedures for equipment and PPE

	• those relating to own role, responsibility and delegation • work site access security clearance procedures • company service standards • dress and presentation requirements • duty of care, code of conduct, and code of ethics • emergency response and evacuation procedures • employer and employee rights and responsibilities • environmental protection procedures • personnel practices and guidelines • quality and continuous improvement processes and standards • records and information systems and processes • training materials (induction, refresher and new skills) • using contractors.
Work site assessment may include:	• amount and type of cleaning required • client specifications • health and safety matters • identifying pre-existing damage • number and skills of cleaners available • security procedures • size and condition of work site • type and suitability of equipment.

Environmental requirements may include:	• clean-up, containment and isolation
	• company policies and guidelines
	• emergency chemical spill control measures
	• environmental protection agency and requirements of government departments, such as:
	   • agriculture
	   • emergency services
	• hazardous materials handling
	• local government regulations and by-laws
	• low-energy cleaning methods
	• low environmental-impact chemicals
	• low-moisture cleaning methods
	• low water-use equipment and water-efficient cleaning methods
	• non-chemical cleaning methods.

Legislative requirements may include:	• Australian standards, quality assurance and certification requirements
	• award and enterprise agreements
	• industry advisory standards and codes, such as:
	   • building codes
	   • dangerous goods codes

	• relevant commonwealth, state and territory legislation and local government regulations affecting company operation, including:
	• 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
	• privacy
	• public health
	• trade practices
	• water conservation
	• workplace consultative arrangements.
Occupational health and safety (also known as workplace health and safety) ***requirements*** may relate to:	• allergic reactions, such as contact dermatitis
	• communication devices for remote and isolated locations, such as:
	• mobile phone
	• two-way radio
	• dermatoxicological control and prevention measures
	• emergency procedures for eye and skin contact, and inhalation and ingestion of toxic substances
	• hazard identification and risk assessment mechanisms
	• health surveillance and monitoring, such as regular blood testing
	• hierarchy of hazard control procedures
	• maintaining clear access
	• national and industry standards and codes of practice
	• OHS control procedures, such as:
	• health and safety plans
	• job plans
	• job safety analyses
	• risk assessments
	• safe operating practices and procedures
	• safe system of work statements
	• safe work instructions
	• work method statements

	• reporting injury and dangerous occurrences
	• routes of entry and potential symptoms of exposure to chemicals
	• safe work practices for equipment, PPE and chemical storage, including interpretation of:
	  • MSDS
	  • hazardous substance information, such as long latency periods
	• safety training, induction and refresher training
	• selection and use of PPE and clothing appropriate to the hazard
	• ultraviolet light
	• up-to-date electrical test and tag compliance
	• use of chemicals according to MSDS
	• use of residual current devices
	• use, storage and maintenance of equipment according to manufacturer specifications and equipment operating manuals.

Equipment may include:	• access equipment • bins • brooms • buckets • buffers • cleaning trolleys • cloths • cobwebbers • doodle bag holders • drop sheets • drying equipment • dust pans and brushes • dusters • extension poles • extraction units, wands and hand tools • hoses • ladders • microfibre products • mops • polishers • pressure-washing equipment and attachments • scouring pads • scrapers • scrubbers • sponges • spray bottles • squeegees

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	• steam cleaners • sweepers • vacuum cleaners and attachments • window cleaning equipment • work site communication devices.
Chemicals may include:	• acid cleaners • alkaline cleaners • low environmental-impact chemicals • neutral cleaners • solvent cleaners.
Consumables may include:	• air fresheners • hand towels • liner bags • soap • toilet paper.
Personal protective equipment may include:	• ear muffs and plugs • gloves, such as non-permeable • goggles • high-visibility vests and clothing • overalls and other protective clothing • respirators • safety glasses • safety shoes • splash-proof face masks • sun protection • tongs • ultraviolet protection • wet-work clothing.
Appropriate persons may include:	• managers • persons in control of work sites • supervisors.
Hazards may include:	• allergic reactions to chemicals or equipment, including latex allergies • biological and animal waste • bites and stings • blood and blood-stained products • confined or restricted spaces • contaminated clothing, materials or equipment • damaged or inappropriate equipment • dust and fibres • electrical hazards arising from:

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	- cables - electrical fittings: - switches - lights - untested electrical equipment - fatigue - fire - gas - heights - inadequate lighting and ventilation - infectious and zoonotic diseases, such as: - Q fever - scabies - mobile equipment and vehicle hazards around plant and vehicles - moving or unguarded parts - noise - occupational violence and bullying - poor personal hygiene practices - spill, splash and spray - release of substances with negative environmental impact - synergistic chemical reactions, such as: - hazardous incompatibility - reactivity - syringes or other sharps - temperature extremes - ultraviolet light - unsafe manual-handling techniques, including awkward and repetitive postures - unsafe underfoot conditions, such as slippery, uneven and rough surfaces - work in unfamiliar isolated or remote environments.
Manufacturer specifications may include:	- equipment operating manuals - instructional guides - MSDS - other resources supplied by the manufacturer, such as: - laminated cards - notices - wall posters - product labels - safety instructions pre-printed on equipment.
Signage and barriers may	physical barriers and restraints erected to restrict access to a site

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include:	• signs complying with legislative requirements and Australian standards warning of danger or adverse conditions, including:
	  • cleaning in progress
	  • hazardous chemicals in use or present in work area.

Personnel may include:	• client's staff members • colleagues • general public • venue, facility, shopping centre staff and management.
Work restrictions may include:	• amount of cleaning anticipated • client activity • employee level of literacy and communication skills • faulty or inappropriate equipment • site accessibility • site hazards • skills of work unit or team • staffing resources • time limitations.

Unit Sector(s)

Cleaning operations

Custom Content Section

Not applicable.