



**Australian Government**

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

# **CPPCLO2035A Maintain cleaning storage areas**

**Release: 1**

## **CPPCLO2035A Maintain cleaning storage areas**

### **Modification History**

Revised unit

Unit updated and equivalent to PRMCL35B Maintain a cleaning storage area

### **Unit Descriptor**

This unit of competency specifies the outcomes required to maintain cleaning equipment and consumable storage areas, which may be a vehicle or premises. The movement and control of equipment, chemicals and consumables used in the provision of cleaning services are also addressed.

The unit requires the ability to maintain and operate a safe and efficient cleaning storage area according to legislative requirements. Maintaining the storage area requires the ability to follow established procedures, understand issues associated with storing and using chemicals, and adhere to legislative and public health and safety requirements.

### **Application of the Unit**

This unit of competency supports employees without managerial or supervisory responsibilities. The unit applies to persons whose major function is cleaning, not storekeeping.

### **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 | Maintain storage area | 1.1 | <b><i>Storage area</i></b> is secured from unauthorised access according to <b><i>legislative, occupational health and safety (OHS)</i></b> and <b><i>company requirements</i></b> .                           |
|   |                       | 1.2 | <b><i>Hazards</i></b> are identified and risks are controlled in storage area according to legislative, OHS and company requirements.  |
|   |                       | 1.3 | <b><i>Safety warnings</i></b> are prominently displayed and <b><i>safety information</i></b> is made accessible according to legislative, OHS and company requirements.  |
|   |                       | 1.4 | <b><i>Equipment</i></b> is stored, maintained and checked to enable ready access and re-use according to <b><i>manufacturer specifications</i></b> and legislative, OHS and company requirements.              |
|   |                       | 1.5 | <b><i>Chemicals</i></b> and <b><i>consumables</i></b> are stored according to manufacturer specifications and legislative, OHS and company requirements.   |
|   |                       | 1.6 | <b><i>Personal protective equipment (PPE)</i></b> is cleaned, safety-checked and stored, and maintenance requirements are recorded according to manufacturer specifications, and OHS and company requirements. |
|   |                       | 1.7 | <b><i>Work site communication devices</i></b> and documents are reviewed and responded to according to company requirements.   |
|   |                       | 1.8 | Collected <b><i>waste</i></b> is disposed of according to <b><i>work order</i></b> , manufacturer specifications and legislative, OHS, company and <b><i>environmental requirements</i></b> .                  |
|   |                       | 1.9 | Storage area is made accessible and free of obstacles according to practical restrictions of site or vehicle, and  |

according to OHS and company requirements.

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|---|--|-----|---|
| 2 | Control and maintain stocks of equipment and chemicals | 2.1 | Inventory system of equipment, PPE, chemicals and consumables with maximum and minimum holding levels is operated and maintained according to legislative and company requirements. |
|   |  | 2.2 | Usage patterns are monitored and chemicals and consumables are re-ordered to maintain required levels according to company requirements.  |
|   |  | 2.3 | Labelling system of containers is maintained according to manufacturer specifications and legislative, OHS and company requirements.  |
|   |  | 2.4 | Chemicals and consumables are issued on a first-in first-out basis according to company requirements.   |
|   |  | 2.5 | Chemicals are prepared according to manufacturer specifications and legislative, OHS and company requirements.  |
|   |  | 2.6 | Obsolete equipment, chemicals and waste are collected and disposed of according to manufacturer specifications and environmental, legislative, OHS and company requirements.        |
| 3 | Respond to emergency situations                        | 3.1 | Spillages and emergency situations are responded to with <b><i>emergency response procedures</i></b> according to environmental, legislative, OHS and company requirements.         |
|   |  | 3.2 | <b><i>Regulatory and company documentation</i></b> is prepared according to environmental, legislative, 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 diluting and mixing chemicals as specified on product labels
  - 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
- planning and organising skills to:
  - control stock
  - sequence tasks
- 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

### Required knowledge

- 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
- documentation requirements

- hazards and risks of storing, preparing, using and disposing of chemicals
- legislation, regulations, codes of practice and industry advisory standards that apply to maintaining cleaning storage areas, including OHS legislation
- product knowledge, including manufacturer specifications for equipment and chemicals being used
- routes of entry and potential symptoms of exposure to chemicals
- safe work practices for using:
  - chemicals
  - equipment, including PPE

## 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 at least two practical demonstrations of maintaining cleaning storage areas.
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>• comply with company, legislative and regulatory requirements</li> <li>• maintain a secure and accessible storage area</li> <li>• use emergency response procedures</li> <li>• use good storage and housekeeping practices, particularly those relating to labelling and security of chemicals</li> <li>• use systematic stock control records.</li> </ul>
Context of and specific resources for assessment	<p>Assessment of essential underpinning knowledge may be conducted in an off-site context. It is to 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 venue, including stores and store records</li> <li>• suitable equipment and chemicals</li> <li>• PPE</li> <li>• equipment operating manuals and MSDS</li> <li>• work order instructions, work plans and schedules</li> <li>• assessment instruments, including personal planner and assessment record book.</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	Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to

assessment	<p>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>• CPPCLO2033A Plan for safe and efficient cleaning activities</li><li>• CPPCMN2002A Participate in workplace safety arrangements.</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>Storage area</i></b> may be a vehicle, room, storage cupboard or other secure area separate from normal client functions and may include:</p>	<ul style="list-style-type: none"> <li>• chemical cupboards</li> <li>• clothes racks</li> <li>• desks</li> <li>• equipment storage bays</li> <li>• in-built vehicular storage arrangement to keep consumables and equipment secure during transport</li> <li>• slop sinks.</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 affecting 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</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 (also known as workplace health and</i></b></p>	<ul style="list-style-type: none"> <li>• allergic reactions, such as contact dermatitis</li> <li>• communication devices for remote and isolated locations, such as:</li> </ul>

<p><b>safety) requirements</b> may relate to:</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, and 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>• maintaining clear access</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>• reporting injury and dangerous occurrences</li> <li>• routes of entry and 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 training, 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><b>Company requirements</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 badges, cards or passes</li> </ul>

	<ul style="list-style-type: none"> <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> <li>• employer and employee rights and responsibilities</li> <li>• environmental protection procedures</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>• using contractors.</li> </ul>
<b>Hazards</b> may include:	<ul style="list-style-type: none"> <li>• allergic reactions to chemicals or 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 or restricted spaces</li> <li>• contaminated clothing, materials or 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> </ul>

	<ul style="list-style-type: none"> <li>• moving or unguarded parts</li> <li>• noise</li> <li>• occupational violence and bullying</li> <li>• poor personal hygiene practices</li> <li>• spill, splash and spray</li> <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>• temperature extremes</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>• work in unfamiliar isolated or remote environments.</li> </ul>
<b>Safety warnings</b> may include:	<ul style="list-style-type: none"> <li>• charts and posters</li> <li>• instructions</li> <li>• labels</li> <li>• signs and placards</li> <li>• symbols.</li> </ul>
<b>Safety information</b> may include:	<ul style="list-style-type: none"> <li>• chemical co-location, separation and segregation arrangements</li> <li>• chemical manifests</li> <li>• chemical registers</li> <li>• colour codes</li> <li>• company policies and procedures</li> <li>• labels</li> <li>• manufacturer specifications</li> <li>• manufacturer instructions</li> <li>• MSDS</li> <li>• OHS information</li> <li>• operation manuals.</li> </ul>
<b>Equipment</b> may include:	<ul style="list-style-type: none"> <li>• access equipment, such as ladders</li> <li>• bins</li> <li>• brooms</li> <li>• buckets</li> <li>• buffers</li> <li>• cleaning trolleys</li> <li>• cloths</li> <li>• cobwebbers</li> <li>• doodle bag holders</li> </ul>

	<ul style="list-style-type: none"> <li>• drop sheets</li> <li>• drying equipment</li> <li>• dust pans and brushes</li> <li>• dusters</li> <li>• extension poles</li> <li>• extraction units, wands and hand tools</li> <li>• hoses</li> <li>• microfibre products</li> <li>• mops</li> <li>• polishers</li> <li>• pressure-washing equipment and attachments</li> <li>• scouring pads</li> <li>• scrapers</li> <li>• scrubbers</li> <li>• sponges</li> <li>• spray bottles</li> <li>• squeegees</li> <li>• steam cleaners</li> <li>• sweepers</li> <li>• vacuum cleaners and attachments</li> <li>• window cleaning equipment</li> <li>• work site communication devices.</li> </ul>
<b><i>Manufacturer specifications</i></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><i>Chemicals</i></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><i>Consumables</i></b> may include:	<ul style="list-style-type: none"> <li>• air fresheners</li> <li>• hand towels</li> <li>• liner bags</li> <li>• soap</li> <li>• toilet paper.</li> </ul>

<p><b>Personal protective equipment</b> may include:</p>	<ul style="list-style-type: none"> <li>• ear muffs and plugs</li> <li>• gloves, such as non-permeable</li> <li>• goggles</li> <li>• high-visibility vests and clothing</li> <li>• overalls and other protective clothing</li> <li>• respirators</li> <li>• safety glasses</li> <li>• safety harnesses</li> <li>• safety shoes</li> <li>• splash-proof face masks</li> <li>• sun protection</li> <li>• tongs</li> <li>• ultraviolet protection</li> <li>• wet-work clothing.</li> </ul>
<p><b>Work site communication devices</b> may include:</p>	<ul style="list-style-type: none"> <li>• communication books</li> <li>• noticeboards</li> <li>• telephones and two-way radios</li> <li>• whiteboards.</li> </ul>
<p><b>Waste</b> may be either solid or liquid and include:</p>	<ul style="list-style-type: none"> <li>• chemicals past expiry date</li> <li>• obsolete equipment</li> <li>• machine or vehicle exhaust emissions</li> <li>• packaging</li> <li>• used containers</li> <li>• used or contaminated PPE</li> <li>• used or unused chemicals.</li> </ul>
<p><b>Work order information</b> 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</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> </ul>

	<ul style="list-style-type: none"> <li>• work site contact persons</li> <li>• work site requirements for specific industries, such as: <ul style="list-style-type: none"> <li>• hospitals and medical centres</li> <li>• nursing homes</li> <li>• retail food courts</li> <li>• schools</li> <li>• tourism and hospitality.</li> </ul> </li> </ul>
<b><i>Environmental requirements</i></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> <li>• hazardous materials handling</li> <li>• local government regulations and by-laws</li> <li>• low-energy cleaning methods</li> <li>• low environmental-impact chemicals</li> <li>• low-moisture cleaning methods</li> <li>• low water-use equipment and water-efficient cleaning methods</li> <li>• non-chemical cleaning methods.</li> </ul>
<b><i>Emergency response procedures</i></b> include:	<ul style="list-style-type: none"> <li>• applying first aid</li> <li>• clean-up, containment and isolation</li> <li>• decontamination</li> <li>• documenting emergency response and evacuation procedures</li> <li>• evacuating work site or workplace</li> <li>• notifying authorities</li> <li>• using firefighting appliances</li> <li>• using PPE.</li> </ul>
<b><i>Regulatory and company documentation</i></b> may include:	<ul style="list-style-type: none"> <li>• accident and incident reports</li> <li>• certificates and notices</li> <li>• customer files and databases</li> <li>• invoices</li> <li>• job sheets</li> <li>• OHS control procedures, forms and documentation</li> <li>• risk assessments.</li> </ul>

## Unit Sector(s)

Cleaning operations

## **Custom Content Section**

Not applicable.