



Australian Government

Department of Education, Employment and Workplace Relations

CPPCLO2043A Clean using microfibre techniques

Release: 1

CPPCLO2043A Clean using microfibre techniques

Modification History

New unit
No equivalent unit

Unit Descriptor

This unit of competency specifies the outcomes required to use microfibre cleaning techniques. The unit requires the ability to analyse the capacity of microfibre and low-water cleaning techniques, communicate the benefits to customers, and use the technology for cleaning.

Application of the Unit

Microfibre cleaning techniques can be applied to a range of surfaces, including all floor surfaces, walls, furniture and fabric. Cleaning may take place in a residential or commercial setting. Microfibre products are used for both dry (dusting) and damp cleaning. This unit of competency supports individuals working in the cleaning industry as an employee or a self-employed business owner. The individual operates within the scope of their defined roles and responsibilities and typically works autonomously. The individual is responsible for ensuring the microfibre and low-water cleaning technique is understood, communicated to the customer and used effectively to achieve the required standard of cleaning.

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	Analyse and communicate benefits of microfibre cleaning	1.1	Technical capacity of microfibre cleaning techniques is assessed and described to client .
		1.2	Applications suitable for microfibre cleaning are assessed and described to client.
		1.3	Benefits and suitable application for techniques are identified and communicated to client.
2	Prepare for cleaning.	2.1	Suitability of microfibre techniques for application in work area is assessed according to company procedures .
		2.2	Work order is assessed and clarification of issues is sought from supervisor or client according to standard company procedures.
		2.3	Pre-existing damage to fabrics or fixtures is identified and reported to appropriate persons according to work order and company requirements.
		2.4	Microfibre cleaning equipment is selected and prepared for use.
		2.5	Occupational health and safety (OHS) requirements relevant to task are identified and steps taken to ensure safe operations and minimisation of risks and hazards .
3	Undertake cleaning process.	3.1	Manufacturer specifications for care and cleaning of surface or fabric are identified.
		3.2	Limitations of results are determined and communicated clearly, politely and in terms that are understandable to client.

- 3.3 **Cleaning techniques** that conform to company procedures and manufacturer specifications of microfibre product use are identified.
 - 3.4 Cleaning technique, timing of service and requirements for care after cleaning process are determined and communicated to client.
 - 3.5 Spotting or pre-treatment of **stains** is conducted according to company standards and procedures.
 - 3.6 Microfibre cleaning is undertaken to specified standards.
- 4 Finalise cleaning process.
 - 4.1 **Microfibre cloths and mops** are sanitised, washed, dried and stored according to manufacturer specifications to maximise their efficacy and longevity.
 - 4.2 Room being cleaned is dressed according to agreed procedures and left in a manner that meets client expectations.
 - 4.3 Equipment used in cleaning process is cleaned and stored according to company procedures and 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
 - explain microfibre cleaning to clients
 - gain clients' trust
 - identify client expectations
- 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
 - read and record measurements
 - read and interpret directions and safety instructions, including:
 - chemical labels
 - equipment manuals and specifications
 - material safety data sheets (MSDS)
 - request advice or further information
 - seek, receive and respond to feedback
 - source, organise and record information
- problem-solving skills to manage contingencies
- skills to work safely when identifying hazards and controlling risks
- self-management skills to work alone and in a team

Required knowledge

- carpet and upholstery construction, including:
 - characteristics of surfaces and fabrics
 - characteristics of yarns, fibres and piles
- company management structure and procedures, including:
 - biological and viral control
 - emergency response and evacuation procedures
 - environmental protection procedures
 - hazard and risk assessment techniques
 - injury, dangerous occurrence and incident reporting
 - OHS procedures
 - quality systems
- legislation, regulations, codes of practice and industry advisory standards that apply to cleaning using microfibre techniques, including OHS legislation
- microfibre and low-water usage cleaning, including:
 - benefits of use, such as:

- cost efficient
- environmentally responsible
- characteristics of products
- techniques for use
- routes of entry and potential symptoms of exposure to chemicals

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 cleaning using microfibre low-water techniques in either simulated or actual workplace or settings.
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 in order to convey benefits of microfibre low-water techniques to client, elicit required information from client, and negotiate access to the site • determine site risks using analytical skills • assess suitability of microfibre techniques for application in work area • clean to required standard using microfibre products for floors, furniture and other surfaces.
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"> • 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>Applications</i> for microfibre usage include:	<ul style="list-style-type: none"> • dry (dusting) and damp cleaning of: <ul style="list-style-type: none"> • floor surfaces • furniture • upholstery fabrics • applying floor finishes.
<i>Benefits</i> of microfibre and low-water techniques include:	<ul style="list-style-type: none"> • efficient and effective cleaning resulting from microfibre composition of fine filaments of polyester and polyamide which capture and hold on to dirt and bacteria • environmentally responsible cleaning resulting from reduced water usage and very low or no exposure to chemicals (note: microfibre should be used with reduced amounts of chemicals, although chemical use is not totally eliminated in all circumstances) • lightweight mops (carrying less water) and other cleaning tools that reduce physical strain on operators • lower costs resulting from lowered water, electricity and chemical use • reduced exposure to allergens for clients and cleaners.
<i>Company procedures</i> may include:	<ul style="list-style-type: none"> • client-specific contractual requirements • documentation and information systems and processes • legal and company policy or guidelines • legislation relevant to the operation • company service standards • personnel practices and guidelines outlining work roles, responsibilities and delegations • using electronic job scheduling and communication devices.

<p><i>Microfibre cleaning equipment</i> includes:</p>	<ul style="list-style-type: none"> • products specifically designed for: <ul style="list-style-type: none"> • moist and damp cleaning • dusting and delicate cleaning • specific equipment, such as: <ul style="list-style-type: none"> • mops • dusters, such as mitts and cloths • extension handles • window squeegees.
<p><i>Risks and hazards</i> may include:</p>	<ul style="list-style-type: none"> • 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: <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 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: <ul style="list-style-type: none"> • hazardous incompatibility • reactivity

	<ul style="list-style-type: none"> • 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.
<i>Cleaning techniques</i> using microfibre may include:	<ul style="list-style-type: none"> • using cloth and water in spray bottle to spot clean low-level stains • using damp (not wet) mops and cloths • using damp mops for hard floor surface cleaning and finishing • using dry mopping techniques.
<i>Microfibre cloths and mops</i> are cleaned and maintained effectively by:	<ul style="list-style-type: none"> • air drying for optimal performance • avoiding fabric softeners • regular hand or machine washing in hot soapy water • removing stains with hot water and washing liquid • washing products on their own to avoid static transfer of lint.

Unit Sector(s)

Cleaning operations

Custom Content Section

Not applicable.