



**Australian Government**

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

# **CPPCLO3044A Clean using steam sanitising techniques**

**Release: 1**

## **CPPCLO3044A Clean using steam sanitising techniques**

### **Modification History**

New unit

### **Unit Descriptor**

This unit of competency specifies the outcomes required to use high temperature commercial steam-cleaning equipment and processes effectively. The unit requires the ability to analyse the capacity of steam-cleaning processes, communicate the benefits to client, and use the technology to achieve the required standard of cleaning.

### **Application of the Unit**

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.

Commercial steam-cleaning techniques can be applied to a range of hard surfaces, fabrics and upholstery, commercial ovens, cooking equipment, glass and stainless steel. The cleaning may take place in a residential or commercial setting. The technique of using high temperature dry vapour steam provides a sanitising effect that has application in hospitals, aged care facilities and food preparation areas.

### **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 steam-cleaning techniques. | 1.1 | Technical capacity of high temperature steam-cleaning techniques is assessed and described to client.  |
|   |  | 1.2 | <b><i>Applications</i></b> suitable for high temperature and low vapour steam cleaning are assessed and described to client.   |
|   |  | 1.3 | <b><i>Benefits</i></b> and suitable application for techniques are identified and communicated to client.  |
| 2 | Prepare for cleaning.  | 2.1 | Suitability of steam-cleaning techniques for application in work area is assessed according to <b><i>company procedures</i></b> .  |
|   |  | 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 surfaces is identified and reported to appropriate persons according to work order and company requirements.  |
|   |  | 2.4 | <b><i>Steam-cleaning equipment</i></b> suitable for task is selected and prepared for use.   |
|   |  | 2.5 | Occupational health and safety (OHS) requirements relevant to task are identified and steps are taken to ensure safe operations and minimise <b><i>risks and hazards</i></b> . |
| 3 | Undertake cleaning process.                                    | 3.1 | Manufacturer specifications for care and cleaning of surface 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 usage specifications of the equipment manufacturer are identified.
  - 3.4 Cleaning technique, timing of service, and requirements for care after cleaning process, are determined and communicated to client.
  - 3.5 ***Work is planned*** to ensure effective performance.
  - 3.6 Attachment is fitted to machine, surface is steam cleaned and finished with dry vacuum, cloth or mop.
- 4 Finalise cleaning process.
- 4.1 Used water from steam-cleaning machine is disposed of in an environmentally appropriate manner according to company procedures.
  - 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
  - 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:
    - detergent 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
- planning and organising skills to:
- accurately estimate timeframes
  - use efficient cleaning techniques
- problem-solving skills to manage contingencies
- skills to work safely when:
  - identifying hazards and controlling risks
  - manual handling
  - using high-temperature steam
- self-management skills to work alone and in a team

### Required knowledge

- company management structure and procedures, including:
  - biological and viral control
  - client service standards
  - 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 steam-sanitising techniques, including OHS legislation
- routes of entry and potential symptoms of exposure to chemicals
- safe work practices for using equipment, including personal protective equipment (PPE)
- steam sanitising techniques, including:
  - benefits and characteristics of high temperature, vapour, steam-cleaning products and techniques
  - characteristics of surfaces and fabrics
  - environmental benefits of steam cleaning, sanitising and low-water usage cleaning
  - types of yarns, fibres and piles used in carpet and upholstery construction and their characteristics

## 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 high-temperature, low-vapour, steam-cleaning techniques in either a simulated, commercial or residential setting.
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>• communicate effectively with clients to communicate benefits of steam-cleaning techniques, elicit required information, and negotiate access to site</li> <li>• use effective analytical skills to determine site risks</li> <li>• clean to the required standard using steam-cleaning equipment on both horizontal and vertical surfaces.</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>• range of actual or simulated work environments</li> <li>• clients with differing needs and expectations</li> <li>• suitable equipment</li> <li>• PPE</li> <li>• equipment operating manuals and MSDS</li> <li>• industry documentation and relevant codes and standards.</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	<p>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.</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.

<p><b><i>Applications</i></b> of high temperature and low vapour steam-cleaning techniques may suit:</p>	<ul style="list-style-type: none"> <li>• fabrics and upholstery, including blinds and curtains</li> <li>• linoleum</li> <li>• ovens and other cooking equipment</li> <li>• porcelain</li> <li>• removal of:             <ul style="list-style-type: none"> <li>• chewing gum</li> <li>• mould from spas and swimming pool surrounds</li> <li>• wax build-up on floors</li> </ul> </li> <li>• sanitising mattresses</li> <li>• stainless steel, stone and other hard surfaces</li> <li>• tiles and grout</li> <li>• windows and glass</li> <li>• wooden surfaces (low-temperature and low-moisture only)</li> <li>• cleaning in:             <ul style="list-style-type: none"> <li>• commercial and high use premises, including:                 <ul style="list-style-type: none"> <li>• aged care facilities</li> <li>• hospitality venues</li> <li>• hospitals</li> <li>• supermarkets</li> </ul> </li> <li>• private residences.</li> </ul> </li> </ul>
<p><b><i>Benefits</i></b> of high-temperature and low-vapour steam</p>	<ul style="list-style-type: none"> <li>• deodorising</li> <li>• effective cleaning</li> <li>• efficiency and time effectiveness</li> </ul>



cleaning include:	<ul style="list-style-type: none"> <li>• environmentally responsible cleaning resulting from reduced water usage and no exposure to chemicals</li> <li>• fast drying due to use of dry vapour</li> <li>• lower costs resulting from lowered water, electricity and chemical use</li> <li>• sanitising effect that kills bacteria, dust mites and bed bugs.</li> </ul>
<b>Company procedures</b> may include:	<ul style="list-style-type: none"> <li>• client-specific contractual requirements</li> <li>• documentation and information systems and processes</li> <li>• legal and organisational policy or guidelines</li> <li>• legislation relevant to the operation</li> <li>• organisational service standards</li> <li>• personnel practices and guidelines outlining work roles, responsibilities and delegations</li> <li>• using electronic job scheduling and communication devices.</li> </ul>
<b>Steam-cleaning equipment</b> includes:	<ul style="list-style-type: none"> <li>• steam-cleaning machines of varying sizes and with differing bar pressures, such as 4.5 bars, 6 bars, 8 bars and 10 bars</li> <li>• attachments for various cleaning purposes and surfaces, including: <ul style="list-style-type: none"> <li>• brushes: <ul style="list-style-type: none"> <li>• brass</li> <li>• nylon</li> <li>• stainless steel</li> </ul> </li> <li>• nozzles</li> <li>• squeegees</li> <li>• steam lances.</li> </ul> </li> </ul>
<b>Risks and 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> </ul>

	<ul style="list-style-type: none"> <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 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>
<p><b><i>Cleaning techniques</i></b> include:</p>	<ul style="list-style-type: none"> <li>• adjusting steam volume to meet needs, including starting task with lower volume and increasing as required</li> <li>• cleaning inside fittings with steam prior to fitting onto handpiece to remove grit and grime</li> <li>• cleaning small area on hard surfaces with steam and immediately vacuuming or mopping residue before surface dries</li> <li>• selecting accessory or fitting to machine appropriate for task</li> <li>• selecting temperature for surface, with consideration given to fabrics being cleaned according to manufacturer instructions and only on low temperature</li> <li>• starting with smaller attachments and working up to larger attachments</li> <li>• using correct temperature to steam clean protein-based stains that may set on fabrics if temperature is too high</li> <li>• using light detergent pre-mist for heavier stains</li> <li>• working from the outside to the inside of horizontal surfaces</li> <li>• working from the top to the bottom of vertical surfaces.</li> </ul>

<b><i>Work is planned</i></b> to ensure:	<ul style="list-style-type: none"><li>• sufficient towels and cloths for mopping and cleaning up</li><li>• cleaning in sequence using one accessory or attachment to maximise use of time</li><li>• tasks are sequential to ensure efficiency, particularly when a range of surfaces is to be steam cleaned.</li></ul>
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## **Unit Sector(s)**

Cleaning operations

## **Custom Content Section**

Not applicable.