



Australian Government

Department of Education, Employment and Workplace Relations

PRMCL22B Organise and monitor cleaning operations

Release: 1

PRMCL22B Organise and monitor cleaning operations

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to organise and monitor work to maximise resource utilisation in the cleaning industry.

The unit requires the ability to identify the work requirements of the work order based on an extensive understanding of the range of cleaning methods available and the associated utilisation of equipment and chemicals, understanding the client's expectations and needs and organising the resources needed for the cleaning operation. The organisation of resources and the monitoring of performance are essential for performing the cleaning operation efficiently.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|--|
| 1 Identify work requirements | <p>1.1 Review <i>work order</i> and the site to gain a comprehensive understanding of the work implications in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i></p> <p>1.2 Identify special requirements arising from site characteristics or client requests in accordance with <i>occupational health and safety (OHS)</i> and <i>company requirements</i></p> <p>1.3 Clarify client needs, expectations and preferences using appropriate <i>interpersonal skills and communication technique(s)</i> in accordance with <i>company requirements</i></p> |
| 2 Analyse resource implications and provide resources | <p>2.1 Analyse the <i>work order</i> resource requirements and available resources in accordance with <i>company requirements</i></p> <p>2.2 Develop work schedules and assign available personnel with recognised competencies in accordance with <i>OHS</i> and <i>company requirements</i></p> <p>2.3 Assess the type(s) and quantity of <i>equipment, personal protective equipment (PPE), chemicals</i> and <i>consumables</i> required to fulfil the <i>work order</i> in accordance with <i>company requirements</i></p> <p>2.4 Supply suitable <i>equipment, PPE, chemicals</i> and <i>consumables</i> for the cleaning operation in accordance with the <i>work order, manufacturers' specifications</i> and <i>OHS</i> and <i>company requirements</i></p> |
| 3 Communicate work requirements | <p>3.1 Advise work team members of work schedules and responsibilities using appropriate <i>communication methods</i> in accordance with <i>company requirements</i></p> <p>3.2 Confirm work team members' understanding of their tasks and responsibilities by using appropriate <i>interpersonal skills and communication techniques</i> in accordance with <i>company requirements</i></p> <p>3.3 Identify any <i>work restrictions</i> affecting the completion of the <i>work order</i> and adjust work schedules in accordance with <i>company</i></p> |

ELEMENT

PERFORMANCE CRITERIA
requirements

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to organise and monitor cleaning operations. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Understanding the resource implications of the particular cleaning methods being used in the work order.
- Assessing the resource requirements of the work order.
- Confirmation that client expectations are realistic.
- Compliance with company and legislative requirements.
- Development and adherence to work schedules.
- Development and implementation of an effective monitoring system.
- Identification and supply of appropriate equipment, PPE, chemicals and consumables.
- Implementation of effective feedback mechanisms.
- Outcomes achieved in relation to customer work order and company requirements.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Job specification requirements.
- Client requirements.
- Types of surface types and effective and compatible cleaning methods.
- Types of cleaning equipment and their appropriate uses.
- Types of chemicals and their appropriate uses.
- Quality assurance procedures.
- Relevant industrial awards and other industrial agreements.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Communication and negotiation techniques.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- OHS legislation and procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- reading and writing legible instructions, work schedules and job reports
- performing the mathematical calculations required for the planning and allocating of resources
- applying correct manual handling techniques

- communicating clearly and concisely using written and verbal modes
- customer service
- team leadership
- handling and disposal of contaminated and toxic waste
- handling and disposal of chemicals safely
- planning and organising work
- problem solving and critical analysis
- reading, interpreting and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- scheduling and rostering
- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis or as part of a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with PRMCL24B Control the supply of resources to the work site.

Resources required to assess this unit

The following resources should be available:

- work order and client specifications
- access to relevant information and work sites
- access to relevant statutes and procedures
- work order instructions, work plans and schedules and policy documents
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment. A further option for off-the-job assessment may be by way of a work-related project supplemented by supervisor reports.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this unit of competency.

- | | | |
|------------------------------|---|---|
| 1 Perform the process | 2 Perform and administer the process | 3 Perform, administer and design the process |
|------------------------------|---|---|

How can communication of ideas and information be applied?	3	Identify and communicate to team members the chemical and equipment requirements in accordance with company policy, OHS and other legislative requirements.
How can information be collected, analysed and organised ?	2	Collect and analyse information from work specification documents and assess resource requirements.
How are activities planned and organised ?	3	Plan and prioritise work tasks to meet company and client requirements in an efficient and effective manner.
How can teamwork be applied?	2	Share information about equipment, OHS, legislative requirements, techniques and team process to complete tasks safely and within designated timelines.
How can the use of mathematical ideas and techniques be applied?	2	Calculate resource requirements and costings to complete work tasks in accordance with company policy.
How can problem-solving skills be applied?	2	Communicate with management and client to gain information to resolve problems.
How can the use of technology be applied?	2	Record data for future use such as quotations and stock/equipment control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- managers
- person(s) in control of work site(s)
- supervisors.

Chemicals may include:

- acid cleaners
- alkaline cleaners

- neutral cleaners
- solvent cleaners.

Communication methods may include:

- communication books
- letters/notices in appropriate languages
- mobile phones
- noticeboards
- one-on-one meetings
- pagers
- reports
- telephone
- voice mail
- work schedule
- work team meetings
- written instructions.

Company requirements may include:

- access and equity policy, principles and practice
- 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/pass
- company policy and procedures
- company service standards
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Consumables may include:

- air freshener
- bin liners

- hand towel
- soap
- toilet paper.

Equipment may include:

- access equipment - various types
- bins - various types
- brooms - various types
- buckets
- buffers - various types
- cleaning trolley
- cloths
- cobwebber
- doodle bag holder
- drop sheets
- drying equipment
- dust pans and brushes
- dusters - various types
- extension poles
- extraction units, wand and hand tools
- hoses
- ladders
- mops
- personal protective equipment
- polishers
- pressure-washing equipment and attachments
- scouring pads
- scrapers
- scrubbers - various types
- site communication devices
- sponges
- spray bottles
- squeegee
- steam cleaners
- sweepers - various types
- vacuum cleaners and attachments - various types
- window cleaning equipment.

Interpersonal skills and communication techniques may include:

- active listening to clarify and confirm understanding
- constructive feedback
- control of tone of voice and body language
- culturally aware/sensitive use of language and concepts
- language - accurate, articulate and concise
- language - verbal or non-verbal
- presentation of options and consequences
- providing an opportunity for the client to confirm their request
- questioning techniques to clarify and confirm the client's needs

- questioning to clarify and confirm the client's understanding
- summarising and paraphrasing to check understanding of client's message
- use of effective presentation aids (audiovisual slides, diagrams, photos, pictures)
- using appropriate body language.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets
- other resources supplied by the manufacturer (such as laminated cards notices, wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hazard reporting
- health surveillance and monitoring (including blood testing)
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as occupational safety and health or workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles

- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Work order information may include:

- access to work site and egress points
- budget allocations
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government
- OHS requirements and emergency response procedures
- resource requirements - equipment and chemicals
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- working in isolated and remote locations

- work site contact person(s).

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
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Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Core. Cleaning Operations