



**Australian Government**

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

# **PRMCL24B Control the supply of resources to the work site**

**Release: 1**

## **PRMCL24B Control the supply of resources to the work site**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit descriptor**

This unit of competency covers the skills and knowledge required to control the supply of cleaning equipment, chemicals and consumables used in the provision of cleaning services at the work site.

The unit requires the ability to select the most appropriate equipment, chemicals and consumables for the cleaning operation and ensure their continuous availability at the work site based on an extensive understanding of the range of cleaning methods available and the associated utilisation of equipment and chemicals.

### **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 equipment, chemical and consumable requirements           | <p>1.1 Review <i>work order</i> and the work site to gain a comprehensive understanding of the work specifications in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i></p> <p>1.2 Determine types of <i>equipment, personal protective equipment (PPE), chemicals and consumables</i> required to fulfil the <i>work order</i> in accordance with <i>occupational health and safety (OHS)</i> and <i>company requirements</i></p> <p>1.3 Select <i>equipment, PPE, chemicals and consumables</i> based on <i>work order</i> requirements and reliable evidence of their <i>functionality</i></p> <p>1.4 Estimate quantities of <i>equipment, PPE, chemicals and consumables</i> to meet anticipated demand based on <i>work order</i> and <i>OHS requirements</i></p>  |
| 2 Control and maintain stocks of equipment, chemical and consumables | <p>2.1 Implement and operate a stock control/inventory system of all <i>equipment, PPE, chemicals and consumables</i> in accordance with <i>legislative, OHS and company requirements</i></p> <p>2.2 Acquire <i>equipment, PPE, chemicals and consumables</i> in accordance with <i>company requirements</i></p> <p>2.3 Monitor usage patterns and re-order <i>equipment, PPE, chemicals and consumables</i> with maximum and minimum holding levels in accordance with <i>manufacturers' specifications</i> and <i>legislative, OHS and company requirements</i></p> <hr/> <p>2.4 Maintain accurate stock records and chemical register/manifest in accordance with <i>legislative, OHS and company requirements</i></p> <p>2.5 Organise periodic <i>equipment</i> maintenance and servicing to ensure availability is maintained and downtime minimised in accordance with <i>manufacturers' specifications</i> and <i>legislative, OHS and company requirements</i></p> |
| 3 Review effectiveness of equipment, chemicals and                   | <p>3.1 Review the <i>effectiveness and efficiency</i> of <i>equipment, PPE, chemicals and consumables</i></p>  |

**ELEMENT**

consumables

**PERFORMANCE CRITERIA**

in meeting the *work order* in accordance with *company requirements*

3.2 Attend *industry events* and review *industry information* to ensure currency of product knowledge

3.3 Provide recommendations on future purchases of *equipment, PPE, chemicals* and *consumables* in accordance with *company 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 equipment and material requirements of the work order.
- Compliance with company and legislative requirements.
- Implementing and maintaining an effective stores/inventory system and ordering system.
- Outcomes achieved in relation to customer work order and company requirement.
- Reviewing effectiveness of current products.
- Updating product knowledge.

#### 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.
- 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.
- Stock control procedures and methods.
- Purchasing policy and processes.
- Quality assurance procedures.
- 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:

- literacy skills to enable reading and comprehension of information and technical data from suppliers and manufacturers and to prepare reports and recommendations on new product developments
- performing the mathematical calculations required for preparing cost-benefit analysis, purchasing and controlling stock levels
- applying correct manual handling techniques

- communicating clearly and concisely using written and verbal modes
- customer service
- displaying team leadership
- handling and disposal of chemicals safely
- handling and disposal of contaminated and toxic waste
- planning and organising work
- problem solving and critical analysis
- reading, interpreting and comprehending 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 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 PRMCL22B Organise and monitor cleaning operations.

### **Resources required to assess this unit**

The following resources should be available:

- access to suitable venue, equipment and relevant requisition guidelines sites
- work order and client specifications
- Australian Standard 2508 - Safe storage and handling information for hazardous material
- access to plain English version of 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(s) 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.

- |                              |   |   |
|------------------------------|---|---|
| <b>1</b> Perform the process | <b>2</b> Perform and administer the process | <b>3</b> Perform, administer and design the process |
|------------------------------|---|---|

How can <b>communication of ideas and information</b> be applied?	2	Source information on new products and equipment, evaluate potential costs/benefits and make suggestions for future purchasing activities.
How can <b>information be collected, analysed and organised</b> ?	2	Collect and analyse information from work specification documents to assess resource requirements and timely supply to the work site.
How are <b>activities planned and organised</b> ?	3	Plan and prioritise work tasks to meet company and client requirements in an efficient and effective manner.
How can <b>teamwork</b> be applied?	2	Share information about equipment, OHS, legislative requirements, techniques and team process to complete work tasks safely and within designated timelines.
How can the use of <b>mathematical ideas and techniques</b> be applied?	2	Calculate the resource requirements and the timing of the supply of the resources to the work site.
How can <b>problem-solving skills</b> be applied?	2	Communicate with management and client to gain information to resolve problems.
How can the <b>use of technology</b> be applied?	2	Access websites for new products and equipment, availability and relevant cost.

## 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.

**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
- hand towel
- liner bags
- soap
- toilet paper.

**Effectiveness and efficiency** may include:

- client satisfaction
- cost/benefit
- environmental impact
- functionality
- health and safety issues
- productivity.

**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.

**Functionality** may include:

- advice from staff or colleagues
- company experience with products
- industry recommendations and/or standards
- material safety data sheets
- new product technical data or guides
- previous experience with products.

**Industry events** may include:

- product demonstrations
- product promotions
- safety demonstrations
- seminars
- supplier training
- trade shows.

**Industry information** may include:

- government agencies and departments
- industry association materials
- industry magazines, newsletters and journals
- manufacturers' specifications
- supplier promotional materials and technical data.

**Legislative requirements** may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
  - anti-discrimination and diversity
  - availability of chemical registers/manifests
  - chemical controls
  - consumer protection
  - environmental protection issues
  - equal employment opportunity
  - freedom of information
  - industrial equipment certificates of competency or licences
  - industrial relations
  - OHS Acts and regulations
  - privacy
  - trade practices
  - workplace consultative arrangements.

**Manufacturers' specifications** may include:

- equipment operational 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.

**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
- dermatological 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, chemicals and consumables
- 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).
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## **Unit Sector(s)**

Not Applicable

## **Functional Area:**

Functional Area: Core. Cleaning Operations