



**Australian Government**

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

# **PRMCL40A Prepare for work in the cleaning industry**

**Release: 1**

## **PRMCL40A Prepare for work in the cleaning industry**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit descriptor**

This unit of competency covers the skills and knowledge required to prepare for work in the cleaning industry. The unit applies to knowledge of legislative and company requirements, industry information and future learning opportunities. It requires the ability to follow work instructions, use mathematical calculations to prepare chemicals and perform basic cleaning activities while applying company policies and procedures. The knowledge and ability to select appropriate equipment, chemicals and methods to perform a task safely and efficiently is essential.

### **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 roles and responsibilities                  | 1.1 Demonstrate a commitment to complying with applicable <i>legislation, occupational health and safety (OHS)</i> and <i>company</i> requirements related to employment in the cleaning industry<br>1.2 Identify the various roles and responsibilities of <i>appropriate persons</i> related to employment within the cleaning industry<br>1.3 Demonstrate a commitment to understanding the <i>rights and responsibilities of employees and employers</i><br>1.4 Demonstrate a commitment to a high level of personal presentation and hygiene in accordance with <i>company requirements</i>                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 2 | Work safely and effectively in the cleaning industry | 2.1 Discuss preparation, cleaning and tidying of different work sites in accordance with <i>OHS</i> and <i>company requirements</i><br>2.2 Identify different <i>soil</i> types and <i>surface</i> types of areas to be cleaned and suitable <i>cleaning technique(s)</i> in accordance with <i>company requirements</i><br>2.3 Identify selection of <i>equipment, chemicals</i> and <i>Personal Protection Equipment (PPE)</i> for <i>cleaning technique(s)</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i><br>2.4 Select and use <i>equipment</i> and <i>chemicals</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i><br><hr/> 2.5 Discuss safety-check, maintenance and storage requirements of <i>equipment, PPE</i> and <i>chemicals</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> |
| 3 | Follow routine instructions                          | 3.1 Demonstrate routine <i>work order</i> procedures are received, understood and followed in correct sequence in accordance with <i>company requirements</i><br>3.2 Demonstrate all <i>work orders</i> are carried out in accordance with <i>company requirements</i><br>3.3 Record routine information in accordance with                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

**ELEMENT****PERFORMANCE CRITERIA**

- |                                        |                                                                                                                |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------|
|                                        | <i>company requirements</i>                                                                                    |
| 4 Identify future career opportunities | 4.1 Discuss possible career opportunities in accordance with <i>company requirements</i>                       |
|                                        | 4.2 Discuss <i>development opportunities</i> and potential learning pathways with <i>appropriate person(s)</i> |

**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 prepare for work in the cleaning industry. 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

- Accurately identify type and condition of different areas to be cleaned.
- Safe and efficient cleaning methods.
- Selection of appropriate cleaning equipment and chemicals.
- Outcomes achieved in relation to customer work order, legislation 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.

- Types of surfaces.
- Knowledge of the range of cleaning equipment and chemicals.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Awareness of OHS legislation and procedures.
- 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.
- Awareness of 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:

- sweeping
- mopping
- buffing
- using glass squeegee
- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- customer service
- handling and disposal of chemicals safely
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- reading and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- seeking and receiving feedback
- sourcing, organising and recording information

- working on an individual basis and within a team.

**Other units of competency that could be assessed with this unit**

Competence in this unit may be assessed in conjunction with:

- PRMCL41A Apply basic communication skills
- PRMCMN101A Follow workplace safety arrangements.

**Resources required to assess this unit**

The following resources should be available:

- access to a suitable work site or venue
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions and work plans
- 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 or in a simulated work environment.

**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?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.
How can <b>information be collected, analysed and organised</b> ?	1	Collect and analyse information regarding work site in line with company procedures.
How are <b>activities planned and organised</b> ?	1	Organise and prioritise work tasks to meet work order and company requirements.
How can <b>teamwork</b> be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and to meet company requirements.
How can the use of <b>mathematical ideas and techniques</b> be applied?	1	Calculate floor area to be cleaned and measure and carry out chemical applications.
How can <b>problem-solving skills</b> be applied?	1	Discuss with management/clients/site managers, supervisors and team members how to help solve problems that may arise.
How can the <b>use of technology</b> be applied?	1	Record data for future use such as stock 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:

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

**Chemicals** may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners

- solvent cleaners.

**Cleaning technique(s)** may include:

- air blowing
- buffing
- dusting
- mopping
- scrubbing
- sweeping
- vacuuming.

**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
- 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.

**Development opportunities** may include:

- career pathways
- in-house training programs
- job rotation
- mentoring opportunities
- New Apprenticeships.

**Environmental requirements** may include:

- clean-up, containment and/or isolation
- company policies and guidelines



- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

**Equipment** may include:

- brooms
- buckets
- cloths
- floor polisher
- mops
- squeegee
- vacuum cleaner.

**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
- 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

- hazard identification and risk assessment mechanisms
- hazard reporting
- 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.

**Soil** types may be wet or dry and include:

- algae and moss
- animal hair and fur
- beverages (drinks)
- built-up dirt in corners and edges
- cigarette butts
- dust
- food
- graffiti (ink, texta, paint)
- grease and oil
- heavy, encrusted dirt
- other building debris
- paper
- pollution marks and soil on buildings, bridges, outdoor furniture and statues.

**Surface types** may include:

- furniture and fittings
- glass
- hard floors
- soft floors
- walls.

**Work order** information may include:

- access to work site and egress points
- 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).

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## **Unit Sector(s)**

Not Applicable

## **Functional Area:**

Functional Area: Core. Cleaning Operations