



Australian Government

Department of Education, Employment and Workplace Relations

SIFBGM003B Clean and maintain public conveniences and amenities

Revision Number: 1

SIFBGM003B Clean and maintain public conveniences and amenities

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to clean and maintain public conveniences and amenities, to report problems, and to store and monitor cleaning agents and equipment.

Application of the Unit

Application of the unit

This unit applies to service industry staff involved in grounds maintenance, such as those working in cemeteries, crematoria and holiday parks and resorts. It involves working under supervision.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Nil

Employability Skills Information

Employability skills 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

ELEMENT	PERFORMANCE CRITERIA
1 Select and assemble cleaning agents and equipment.	<p>1.1 Liaise with <i>appropriate staff</i> to identify and confirm work requirements.</p> <p>1.2 Prepare and use <i>personal protective equipment</i> according to <i>workplace policies and procedures</i>, and <i>relevant legislation</i>.</p> <p>1.3 Select and assemble <i>cleaning agents and equipment</i>.</p> <p>1.4 Check working order of equipment.</p> <p>1.5 Dilute required chemicals according to manufacturer instructions.</p>
2 Clean and maintain conveniences and amenities.	<p>2.1 Clean lavatories, basins and floors according to workplace policies and procedures, and relevant legislation.</p> <p>2.2 Check and replace <i>consumables</i> according to workplace policies and procedures.</p> <p>2.3 Empty and clean waste bins according to workplace policies and procedures.</p> <p>2.4 Identify <i>hazardous waste</i> and take <i>corrective action</i> according to workplace policies and procedures, and relevant legislation.</p>

ELEMENT**PERFORMANCE CRITERIA**

- 2.5 Complete *cleaning schedule documentation* according to workplace policies and procedures.
 - 2.6 Identify problems with public conveniences and amenities and take corrective action according to workplace policies and procedures.
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- 3 Store and monitor cleaning agents and equipment.
 - 3.1 Store cleaning agents and cleaning equipment according to workplace policies and procedures.
 - 3.2 Check supplies of cleaning agents and cleaning equipment according to workplace policies and procedures.
 - 3.3 Order supplies of cleaning agents and cleaning equipment according to workplace policies and procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- safe application of cleaning tools and chemicals
- safe manual handling techniques
- communication skills to determine, clarify and inform work requirements, report hazards and order cleaning supplies
- literacy and numeracy skills to interpret chemical labels and prepare chemical dilutions
- organisational and self-management skills to complete required tasks according to supervisor instructions and workplace policies and procedures
- problem-solving skills to identify and resolve problems in relation to maintaining public conveniences and amenities.

Required knowledge

- workplace policies and procedures regarding cleaning and maintaining public conveniences and amenities
- environmental impacts in relation to cleaning and maintaining public conveniences and amenities and minimal impact practices to reduce these, especially those that relate to resource, water and energy use.
- correct and environmentally sound disposal methods for all types of waste and in particular for hazardous substances.
- application of a range of cleaning products
- operating and maintenance requirements of relevant equipment.

Evidence Guide

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.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to select, prepare, use, maintain and clean the required tools and equipment according to supervisor instructions, workplace policies and procedures, and

EVIDENCE GUIDE

manufacturer's instructions

- ability to effectively and efficiently clean lavatories, basins and floors using the appropriate cleaning agents and to dispose of waste
- the maintenance of supplies of consumables
- cleaning and maintaining public conveniences and amenities on multiple occasions to ensure consistency of performance and ability to respond to different situations.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills in a public convenience with lavatories and basins
- access to consumables, cleaning supplies and equipment
- access to personal protective equipment.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of candidate demonstrating appropriate planning and preparation for work, choosing and using equipment appropriate to the task being undertaken, cleaning and maintaining conveniences and amenities, identifying hazardous waste and taking corrective action, and storing and monitoring cleaning agents and equipment
- written or verbal questioning to assess knowledge and understanding of relevant legislation and workplace policies and procedures with regard to carrying out maintenance of public conveniences and amenities
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

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. 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.

Appropriate staff may include:

- supervisor
- manager.

Personal protective equipment may include:

- gloves
- safety glasses
- safety shoes
- face masks
- ear muffs or plugs
- overalls.

RANGE STATEMENT

Workplace policies and procedures may include:

- standard operating policies and procedures
- standards and certification requirements
- quality assurance procedures
- OHS procedures, such as:
 - workplace environment and safety
 - use of personal protective equipment
 - manual handling procedures
 - use of tools and equipment
 - material handling procedures, including hazardous materials
- emergency procedures, including fire and accident procedures.
- workplace practices in relation to environmental consideration.

Relevant legislation and regulations may include:

- OHS
- cemetery Acts and by-laws
- Crematorium Acts
- local government regulations
- Public Health Act
- Environment Protection Act
- Australian standards
- Worksafe Australia certification and standards.

Cleaning agents and equipment may include:

- neutral PH detergents
- scrubbers
- cleaning cloths
- mops
- buckets
- pick up trolley
- mobile garbage bins
- bin liners.

Consumables may include:

- toilet paper
- soap
- hand drying facilities.

RANGE STATEMENT

- Hazardous waste*** may include:
- materials and equipment containing human blood and body fluid
 - contaminated garments
 - contaminated soil
 - soiled dressings
 - sharps
 - catheters
 - swabs and bandages.
- Corrective action*** may include:
- removing hazardous water using appropriate personal protective equipment
 - reporting hazardous waste.
- Cleaning schedule documentation*** may include:
- timetables
 - checklists.

Unit Sector(s)

Sector Funeral Services

Competency field

Competency field Building and Grounds Maintenance