



**Australian Government**

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

# **TLIB1024A Clean transportation units and facilities for passenger use**

**Release: 1**

## **TLIB1024A Clean transportation units and facilities for passenger use**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit Descriptor**

This unit involves the skills and knowledge required to clean transportation units and facilities for passenger use in accordance with workplace and regulatory requirements. It includes identifying and preparing for cleaning; cleaning the facility or unit; identifying any minor maintenance requirements of transportation units and facilities; and completing all work requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

### **Application of the Unit**

#### **Application of the Unit**

Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the cleaning of transportation units and facilities for passenger use.

Work is performed under some supervision, generally within a team environment. It involves the application of regulatory requirements and workplace procedures to the cleaning of transportation units and facilities for passenger use as part of work activities in the transport and allied industries.

### **Licensing/Regulatory Information**

Refer to Unit Descriptor

### **Pre-Requisites**

Not Applicable

## **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 required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

| ELEMENT   | PERFORMANCE CRITERIA  |
|---|---|
| <b>1 Identify and prepare for cleaning</b>  | <ul style="list-style-type: none"><li>1.1 Transportation units and facilities are inspected for hygiene and cleanliness on an ongoing basis</li><li>1.2 Customer complaints regarding lack of hygiene and cleanliness within transport units and facilities are investigated</li><li>1.3 Transport units or areas requiring cleaning and the nature of the material to be cleaned is identified to determine appropriate response</li><li>1.4 Cleaning procedures are identified and cleaning materials and equipment are organised in accordance with workplace procedures</li><li>1.5 Areas that require cleaning that breach OH&amp;S regulations or workplace standards are cordoned off to prevent access by staff and customers</li></ul> |
| <b>2 Clean facility or unit</b>   | <ul style="list-style-type: none"><li>2.1 Transportation units and facilities are cleaned or detailed to workplace standards</li><li>2.2 Cleaning equipment is operated in accordance with OH&amp;S regulations, codes of practice, and workplace procedures</li><li>2.3 Chemicals are used in accordance with OH&amp;S legislation, codes of practice, policies and procedures</li><li>2.4 Hazardous and general waste is removed in accordance with OH&amp;S regulations, codes of practice and workplace procedures</li></ul>  |
| <b>3 Identify minor maintenance requirements of transportation units and facilities</b> | <ul style="list-style-type: none"><li>3.1 Transport units and facilities are inspected to identify maintenance requirements</li><li>3.2 Minor maintenance of the transport units and facilities is conducted in accordance with the workplace policies and procedures</li><li>3.3 Minor maintenance actions are reported in accordance with workplace procedures</li><li>3.4 Further maintenance requirements of transport units or facilities are reported in accordance with workplace procedures</li></ul>   |
| <b>4 Complete the work</b>  | <ul style="list-style-type: none"><li>4.1 Cordoned off area is re-opened for use when safe for customer access</li><li>4.2 Transportation units/facilities cleanliness and appearance is verified prior to the unit being released for service</li><li>4.3 Stocks of cleaning equipment are monitored and replenished as required</li></ul>   |

## Required Skills and Knowledge

## REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

### Required knowledge:

- Regulations relevant to the cleaning of transportation units and facilities for passenger use including, where relevant, the ADG Code and relevant health and hygiene requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the cleaning of transportation units and facilities for passenger use, including the discharging of waste and the charging of water containers
- Focus of operation of work systems, equipment, management and site operating systems for the cleaning of transportation units and facilities for passenger use
- Equipment, chemicals and materials used during the cleaning of transportation units and facilities for passenger use, and the precautions and procedures that should be followed in their use
- Problems that may occur when cleaning transportation units and facilities, and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Communication requirements when cleaning transportation units and facilities, including radio operation
- Housekeeping standards procedures required in the workplace
- Site layout

### Required skills:

- Communicate effectively with others when cleaning transportation units and facilities
- Read and interpret instructions, procedures, information and signs relevant to the cleaning of transportation units and facilities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when cleaning transportation units and facilities
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when cleaning transportation units and facilities in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when cleaning transportation units and facilities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and

**Required skills:**

environments

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and safely use relevant equipment and materials when cleaning transportation units and facilities
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Select, mix and apply appropriate cleaning materials
- Handle and store hazardous substances and materials

## Evidence Guide

### EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the underpinning knowledge and skills
  - applying relevant legislation and workplace procedures in reference to cleaning vehicles for passenger use
  - demonstrating an understanding of the OH&S requirements for cleaning transportation units
  - demonstrating an understanding of the OH&S requirements for cordoning off an area to the public when cleaning transportation units

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational

## EVIDENCE GUIDE

|                             |  |
|-----------------------------|--|
|                             | situations in the workplace  |
|                             | <ul style="list-style-type: none"><li>• In both real and simulated environments, access is required to:<ul style="list-style-type: none"><li>• relevant and appropriate materials and equipment, and</li><li>• applicable documentation including workplace procedures, regulations, codes of practice and operation manuals</li></ul></li></ul>   |
| <b>Method of assessment</b> | <ul style="list-style-type: none"><li>• As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments</li><li>• Practical assessment must occur:<ul style="list-style-type: none"><li>• through activities in an appropriately simulated environment, and/or</li><li>• in an appropriate range of situations in the workplace</li></ul></li><li>• A simulator/online assessment is not suitable for the final assessment of this unit of competency</li></ul> |

## 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.

|                                   |  |
|-----------------------------------|--|
| Work may be conducted in:         | <ul style="list-style-type: none"><li>• a range of work environments</li><li>• by day or night</li></ul>   |
| Transportation units may include: | <ul style="list-style-type: none"><li>• rail carriages, buses, coaches, ferries and other transport units</li></ul>  |
| Cleaning equipment may include:   | <ul style="list-style-type: none"><li>• vacuum cleaner</li><li>• steam cleaners</li><li>• mop and bucket</li><li>• polisher</li><li>• broom</li><li>• hose</li><li>• shampoo unit</li><li>• shovel</li><li>• squeegees</li><li>• extension poles</li><li>• specialised cleaning unit</li></ul> |

## RANGE STATEMENT

|   |  |
|---|--|
| Reporting may include:                            | <ul style="list-style-type: none"><li>• remote controlled cleaning unit</li><li>• special containers for syringes</li><li>• verbal communication</li><li>• written communication</li></ul>   |
| Hazards in the work area may include exposure to: | <ul style="list-style-type: none"><li>• chemicals</li><li>• dangerous or hazardous substances</li></ul>  |
| Facilities could include:                         | <ul style="list-style-type: none"><li>• hard floor (internal)</li><li>• soft floor</li><li>• ceiling surfaces and fittings</li><li>• external surfaces</li><li>• hard floor (external)</li><li>• glass surfaces</li><li>• internal surfaces</li><li>• furniture and fittings</li><li>• seats</li><li>• hard surfaces (e.g. metal, tiled)</li></ul> |
| Transportation units may include:                 | <ul style="list-style-type: none"><li>• passenger vehicles/carriages/vessels owned leased or hired for which the organisation is responsible for cleaning</li></ul>  |
| Facilities may include:                           | <ul style="list-style-type: none"><li>• any premises owned, leased or hired and used by the transport system's internal and external customers</li></ul>   |
| Chemicals include:                                | <ul style="list-style-type: none"><li>• all types of active and passive materials/agents used for cleaning within the organisation's transportation units and facilities</li></ul>   |
| Hazardous waste includes:                         | <ul style="list-style-type: none"><li>• all materials/agents/items/objects that are identified under the relevant acts, regulations or codes</li></ul>   |
| Equipment used to cordon off areas may include:   | <ul style="list-style-type: none"><li>• portable barriers</li><li>• gate closure</li><li>• witches hats</li><li>• designated tape</li><li>• signage</li></ul>  |
| Personal protective equipment may include:        | <ul style="list-style-type: none"><li>• gloves</li><li>• eye and ear protection</li><li>• fume protection</li><li>• safety headwear and footwear</li><li>• high visibility clothing</li></ul>  |
| Consultative processes may involve:               | <ul style="list-style-type: none"><li>• other workplace personnel, supervisors and managers</li></ul>  |
| Communication in the work area                    | <ul style="list-style-type: none"><li>• phone</li><li>• radio</li></ul>  |



## RANGE STATEMENT

may include:

- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- workplace procedures and policies for the cleaning of transportation units and facilities for passenger use
- safety management systems/plans
- work instructions, inspection reports, works orders, job description, and induction materials
- manufacturers specifications for equipment/materials
- Material Safety Data sheets (MSDS)
- relevant OH&S and environmental protection requirements and policies
- relevant codes of practice including the National Standards for Manual Handling, the Industry Safety Code and the ADG Code
- relevant health and hygiene legislation, regulations and related documentation
- award, enterprise bargaining agreement and other industrial arrangements
- customer service and quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to the cleaning of transportation units and facilities for passenger use, including health and hygiene regulations and the ADG Code
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

## Unit Sector(s)

Not Applicable

## **Competency Field**

**Competency Field**

B - Equipment Checking and Maintenance