



Australian Government

Department of Education, Employment and Workplace Relations

TLIF1002B Conduct housekeeping activities

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to conduct housekeeping activities in the workplace, including identifying required housekeeping requirements, procedures and resources for different areas of the workplace; monitoring and maintaining cleanliness and tidiness in the workplace; and completing assigned housekeeping tasks.

Licensing, legislative, regulatory and certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in accordance with workplace housekeeping procedures.

Work is performed under some supervision generally in a team environment. It involves the application of basic safety principles to the completion of housekeeping tasks as part of workplace operations.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

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

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| 1 Identify the housekeeping requirements, procedures and resources of different areas of the workplace | <ul style="list-style-type: none">1.1 Workplace procedures for housekeeping are identified1.2 Equipment and consumables are selected in accordance with work area requirements1.3 Specific requirements for housekeeping activities in different parts of the work area are identified and followed |
| 2 Monitor and maintain cleanliness and tidiness in the workplace | <ul style="list-style-type: none">2.1 Initiative is used to continuously monitor the cleanliness and tidiness of the worksites2.2 Housekeeping issues are raised with designated personnel in accordance with workplace procedures2.3 Housekeeping equipment is operated in accordance with manufacturer instructions and company policy2.4 Housekeeping equipment and supplies are maintained and stored |
| 3 Complete assigned housekeeping duties | <ul style="list-style-type: none">3.1 Assigned housekeeping duties are conducted following workplace procedures and ensuring that waste is removed3.2 Maintenance requirements of any damaged items are notified to appropriate personnel3.3 Schedules and records for housekeeping duties are maintained3.4 Work areas are checked and meet required workplace standards3.5 Work is carried out following enterprise practices and safe work procedures |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Workplace procedures and policies for carrying out housekeeping tasks in the workplace
- Risks when carrying out housekeeping tasks and related precautions to control them
- Housekeeping standards required in the workplace
- Purpose of housekeeping within the workplace
- Site layout and obstacles
- Servicing procedures for housekeeping equipment
- Relevant enterprise practices and safe work procedures for the job role

Required skills:

- Communicate effectively with others when carrying out housekeeping tasks
- Interpret and follow operational instructions and prioritise work
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when carrying out housekeeping tasks
- Report and rectify within limits of own role problems, faults and malfunctions identified when carrying out housekeeping tasks in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during housekeeping activities
- Modify activities depending on differing operational contingencies, risk situations and 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
- Monitor condition and performance of housekeeping tools and equipment
- Service housekeeping tools and equipment in terms of servicing schedule and standard operating procedures
- Select and use required personal protective equipment (PPE), conforming to industry and OH&S standards
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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:
 - identifying workplace housekeeping requirements
 - undertaking housekeeping in the workplace

Context of and specific resources for assessment

- Access is required to:
 - relevant and appropriate materials and equipment to meet the performance criteria
 - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Practical assessment must occur:
 - in three different activities of the job role in the workplace
 - if in a simulated work environment, using industry-standard equipment

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.

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| Housekeeping tasks may be conducted: | <ul style="list-style-type: none"> • in a range of work environments • by day or night |
| Customers may be: | <ul style="list-style-type: none"> • internal or external |
| Workplaces may comprise: | <ul style="list-style-type: none"> • large, medium or small worksites |
| Work may be conducted in: | <ul style="list-style-type: none"> • tight or restricted spaces • exposed conditions • controlled or open environments |
| Housekeeping duties may include: | <ul style="list-style-type: none"> • cleaning • returning goods or equipment to storage • repacking • waste removal • maintenance |
| Hazards in the work area may include exposure to: | <ul style="list-style-type: none"> • chemicals • dangerous or hazardous substances • movement of equipment, goods and materials |
| Personnel in the work area may include: | <ul style="list-style-type: none"> • workplace personnel • site visitors • contractors • official representatives |
| Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: | <ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures |
| Depending on workplace context, PPE may include: | <ul style="list-style-type: none"> • gloves • safety headwear and footwear • safety glasses • two-way radios • high visibility clothing • eye wash |
| Information and documents may include: | <ul style="list-style-type: none"> • OH&S and environmental protection regulations • workplace housekeeping procedures and policies • codes of practice, including the National Standard for Manual Handling and the industry safety code |

- material safety data sheets
 - policies and procedures for entry and work in confined spaces
 - manufacturer instructions concerning the use and servicing of equipment
 - supplier and customer instructions
 - emergency procedures
 - regulations and policies concerning noise, smoking, work station ergonomics and other critical OH&S issues
 - goods identification numbers and codes
 - manifests, bar codes, goods and container identification
 - relevant legislation, regulations and related documentation
 - award, enterprise bargaining agreement, other industrial arrangements
 - standards and certification requirements
 - quality assurance procedures
 - relevant state and territory:
 - OH&S legislation
 - environmental protection legislation
 - workplace relations regulations
 - dangerous goods and air freight regulations
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Applicable regulations and legislation may include:

Unit Sector(s)

Not Applicable

Competency Field

Competency Field F - Safety Management