



Australian Government

Department of Education, Employment and Workplace Relations

CPCCWF3004A Repair wall and floor tiles

Release: 1

CPCCWF3004A Repair wall and floor tiles

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to repair wall and floor, using mortar or adhesive.

It includes preparing, removing and replacing wall and floor tiles.

Application of the Unit

Application of the unit

This unit of competency supports the attainment of skills and knowledge to repair wall and floor tiles while working with others as a member of a team.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units

CPCCOHS2001A

Apply OHS requirements, policies and procedures in the construction industry

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. Plan and prepare.	1.1. Work instructions and operational details are obtained using relevant information, confirmed and applied for planning and preparation purposes. 1.2. Safety (OHS) requirements are followed in accordance with safety plans and policies. 1.3. Signage and barricade requirements are identified and implemented. 1.4. Tools and equipment selected to carry out tasks are consistent with the requirements of the job, checked for serviceability and any faults are rectified or reported prior to commencement. 1.5. Material quantity requirements are calculated in accordance with plans and specifications and quality requirements. 1.6. Materials appropriate to the work application are identified, obtained, prepared, safely handled and located ready for use. 1.7. Environmental requirements are identified for the project in accordance with environmental plans and regulatory obligations and applied.
2. Repair damaged tilework.	2.1. Damaged or defective tiles are removed avoiding damage to surrounding tiles. 2.2. Old bedding is cleaned and cleared to allow placement of replacement tile. 2.3. Replacement tiles are selected and cut where applicable to match existing face, size, colour and pattern. 2.4. Tiles are fitted and fixed to maintain alignment with joints to uniform spacing. 2.5. Grouting is carried out and tile face cleaned to specified finish.
3. Clean up.	3.1. Work area is cleared and materials disposed of, reused or recycled in accordance with legislation, regulations, codes of practice and job specification. 3.2. Plant, tools and equipment are cleaned, checked, maintained and stored in accordance with manufacturer recommendations and standard work practices.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

Required skills for this unit are:

- communication skills to:
 - follow instructions
 - read and interpret:
 - documentation from a variety of sources
 - drawings and specifications
 - recognise procedures
 - report faults
 - enable clear and direct communication, using questioning to identify and confirm requirements, share information, listen and understand
 - use language and concepts appropriate to cultural differences
 - use and interpret non-verbal communication, such as hand signals
 - written skills to record results of checks and tests and relevant work completion procedures
- evaluate own actions and make judgments about performance and necessary improvements
- identifying and accurately reporting to appropriate personnel any faults in tools, equipment or materials
- organisational skills, including the ability to plan and set out work
- respond to change and contribute to workplace responsibilities, such as current work site environmental and sustainability frameworks and management systems
- teamwork skills to work with others to action tasks and relate to people from a range of cultural and ethnic backgrounds and with varying physical and mental abilities
- technological skills to:
 - use a range of mobile technology, such as two-way radio and mobile phones
 - voice and hand signals to access and understand site-specific instructions.

Required knowledge

Required knowledge for this unit is:

- general construction terminology
- job safety analysis (JSA) and safe work method statements
- material safety data sheets (MSDS) and hazards associated with solvents, adhesives and cement or epoxy-based grouts
- materials storage and environmentally friendly waste management

REQUIRED SKILLS AND KNOWLEDGE

- plans, drawings and specifications
- plant, tools and equipment types, characteristics, uses and limitations
- processes for the calculation of material requirements
- quality requirements
- techniques in removing and replacing tiles to walls and floors
- tiling materials, including tiles, adhesives, mortar, grouting and substrates, their qualities, characteristics, preparation, techniques, applications, limitations and finishing
- workplace and equipment safety requirements.

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.

Overview of assessment

This unit of competency could be assessed in the workplace or a close simulation of the workplace environment, provided that simulated or project-based assessment techniques fully replicate construction workplace conditions, materials, activities, responsibilities and procedures.

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

A person who demonstrates competency in this unit must be able to provide evidence of the ability to:

- locate, interpret and apply relevant information, standards and specifications
- comply with site safety plan and OHS legislation, regulations and codes of practice applicable to workplace operations
- comply with organisational policies and procedures including quality requirements
- safely and effectively operate and use tools, plant and equipment
- communicate and work effectively and safely with others
- as a minimum remove and replace a quantity of damaged wall tiles, which are fixed with adhesive bedding; and remove and replace a quantity of damaged floor tiles, which are fixed with mortar bedding, ensuring:
 - correct identification of requirement and replacement of the tiles
 - correct selection and use of appropriate processes, tools and equipment
 - completing all work to specification
 - compliance with regulations, standards and organisational quality procedures and processes.

Context of and specific resources for assessment

This competency is to be assessed using standard and authorised work practices, safety requirements and environmental constraints.

EVIDENCE GUIDE

Assessment of essential underpinning knowledge will usually be conducted in an off-site context.

Assessment is to comply with relevant regulatory or Australian standards' requirements.

Resource implications for assessment include:

- workplace location or simulated workplace
- materials relevant to repairing floor and wall tiles
- hand and power tools, plant and equipment appropriate to repairing floor and wall tiles
- realistic activities covering the mandatory task requirements
- specifications and work instructions.

Assessment of this unit of competency may be in conjunction with assessment of other units commonly performed at the same time in normal job roles.

Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

Method of assessment

Assessment methods must:

- satisfy the endorsed Assessment Guidelines of the Construction, Plumbing and Services Training Package
- include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application
- reinforce the integration of employability skills with workplace tasks and job roles
- confirm that competency is verified and able to be transferred to other circumstances and environments.

Validity and sufficiency of evidence requires that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the

EVIDENCE GUIDE

workplace

- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice, with a decision on competency only taken at the point when the assessor has complete confidence in the person's demonstrated ability and applied knowledge
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence.

Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed.

Supplementary evidence of competency may be obtained from relevant authenticated documentation from third parties, such as existing supervisors, team leaders or specialist training staff.

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.

Information includes:

- diagrams or sketches
- instructions issued by authorised organisational or external personnel
- manufacturer specifications and instructions, where specified
- MSDS
- memos

RANGE STATEMENT

Planning and preparation include:

Safety (OHS) is to be in accordance with state and territory legislation and regulations and project safety plan and may include:

Tools and equipment:

- regulatory and legislative requirements pertaining to repairing wall and floor tiles
- relevant Australian standards
- safe work procedures relating to repairing wall and floor tiles
- signage
- verbal, written and graphical instructions
- work bulletins
- work schedules, plans and specifications.
- assessment of conditions and hazards
- determination of work requirements and safety plans and policies
- equipment defect identification
- work site inspection.
- emergency procedures, including extinguishing fires, organisational first aid requirements and evacuation
- hazard control
- hazardous materials and substances
- organisational first aid
- PPE prescribed under legislation, regulations and workplace policies and practices
- safe operating procedures, including the conduct of operational risk assessment and treatments associated with:
 - concealed services (water, power and gas)
 - lighting
 - traffic control
 - restricted access barriers
 - trip hazards
 - work site visitors and the public
 - working at heights
 - working in confined spaces
 - working in proximity to others
- use of firefighting equipment
- use of tools and equipment
- workplace environmental requirements and safety.
- include:
 - brooms

RANGE STATEMENT

- brushes
- buckets
- caulking guns
- cement sheet cutters
- hammers
- hose and water sprays
- ladders
- levelling equipment
- lump hammers
- measuring tapes and rules
- mortar boards
- nippers
- pointed grouters
- power drills
- power leads
- rags
- rubber mallets
- sanding blocks
- saws
- scrapers
- shovels
- spacers and wedges
- spatulas
- sponges
- squares
- squeegees
- straight edges
- stringlines
- tile cutters and scribes
- trowels
- wet and dry diamond saws
- wheelbarrows
- wire brushes
- wooden floats
- may include:
 - concrete mixers
 - masonry drill bits
 - power grinders

RANGE STATEMENT

Quality requirements include relevant regulations, including:

- power sanders.
- Australian standards
- internal company quality policy and standards
- manufacturer specifications
- workplace operations and procedures.

Materials include:

- adhesives
- caulking compound
- cement mortar (with and without additives)
- grout
- tiles.

Environmental requirements include:

- clean-up management
- dust and noise
- vibration
- waste management.

Damages and defects include:

- chips or dents
- cracks and splits
- holes
- loose and flaked surface materials
- material drumming
- missing, cracked or damaged substrate or tiles
- rough imperfect surfaces
- surface depressions or dents.

Types of **tiles** include:

- ceramic
- glass
- granite
- marble
- porcelain
- stone
- terracotta.

Tiles may be **fixed** using:

- adhesives
- cement mortar
- cement mortar with adhesive additive.

Unit Sector(s)

Unit sector

Construction

Co-requisite units

Co-requisite units Nil

Functional area

Functional area