



Australian Government

Assessment Requirements for CPPCCL2009 Perform basic stain removal from carpets

Release: 1

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Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Performance Evidence

A person must demonstrate the ability to:

- select and use stain removal equipment and cleaning agents; and
- remove, using a different technique in each instance, four different types of carpet stains, including at least:
 - one dry soil carpet stain; and
 - one wet soil carpet stain.

Performance must include:

- using efficient carpet stain removal methods.
- selecting, using, and maintaining personal protective equipment (PPE);
- manual handling techniques;
- communicating effectively with supervisor or clients;
- safely using carpet stain removal cleaning equipment and preparing and using cleaning agents; and
- disposing of collected soil and waste.

Knowledge Evidence

A person demonstrating competency in this unit must identify:

- the main types of carpet and their characteristics, including natural, synthetic, looped, tufted, and modular tiled carpet
- different types of carpet stains; including staining from coffee, tea, juice, food, blood and ink
- stain removal and carpet cleaning techniques and equipment including:
 - basic stain removal techniques; including manual stain removal, pre-spotting, pre-spraying, vacuuming and steam cleaning
 - industry standard equipment for cleaning wet and dry carpeted floors, including: cloths, sponges and pads, wet and dry vacuum cleaners and steam cleaners

- cleaning agents; cleaning solutions for carpets, including carpet shampoo and stain removal agents
- manufacturers' instructions for mixing and using cleaning chemicals and stain removers
- workplace rules, regulations, and requirements for undertaking all aspects of cleaning carpeted floors including:
 - key workplace health and safety, hygiene and environmental regulations
 - use of safety data sheets (SDS) and selection, care and use of PPE
 - safe handling and usage of cleaning equipment and cleaning agents
 - safe usage of carpet stain removal cleaning agents
 - manual handling and moving of furniture and fittings
- methods for communicating and clarifying work requirements with supervisors and clients; verbally, in person or via phone, via electronic medium such as text and email and electronic or written reports.
- workplace procedures for;
 - health and safety, hygiene and environmental care
 - communicating and clarifying work requirements with supervisor, team members or client
 - notifying supervisor, team members or client of work completion; verbal communication in person or by phone, written communication including hard copy cleaning schedules, text, or electronic form
 - use and care of equipment, including pre-start inspection checks of electrical safety tags to ensure safe use of equipment
 - tidying work areas, disposing of soil and waste, cleaning equipment and PPE, and storing equipment and chemicals
 - reporting incidents; accidents and injury, damage to or breakages in the cleaning area or cleaning equipment, theft, and threats to personal security.

Assessment Conditions

As a minimum, assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Assessment of performance must be undertaken in the workplace and/or under realistic workplace conditions which reflect:

- the use of industry-standard equipment such as, residential and industrial wet and dry vacuums, steam cleaners, stain removal products, carpet cleaning agents, cloths, pads and sponges.
- performing tasks/activities to the level of proficiency and within timelines that would be expected in a workplace; and
- following standard and authorised work practices, safety requirements and environmental constraints.

Assessors are responsible for ensuring that candidates have access to:

- appropriate documents, materials, tools equipment and personal protective equipment currently used in industry;
- legislation and regulations; and
- workplace policies and procedures.

Links

An Implementation Guide to this Training Package is available at the VETNet website at - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>