



Australian Government

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.

Application

This unit of competency specifies the outcomes required to identify and remove stains from carpets using basic stain removal techniques in a range of workplace contexts.

The unit applies to cleaning personnel who perform basic stain removal tasks. It includes the ability to assess the cleaning task, understand client requirements and follow workplace safety procedures.

It applies to individuals who perform their duties alone or in a team environment, under routine supervision and without supervisory responsibilities.

No licensing, legislative or certification requirements apply to this Unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Unit Sector

Cleaning Operations

Elements and Performance Criteria

ELEMENT		PERFORMANCE CRITERIA	
Elements Describe the essential outcomes		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1.	Identify job requirements.	1.1	Review work order and work area to identify carpet cleaning requirements.

		1.2	Identify type of carpet and type of stain.
		1.3	Identify equipment and chemicals required.
		1.4	Assess workplace hazards and work restrictions affecting completion of work order.
		1.5	Communicate and clarify issues with supervisor, team member or client.
		1.6	Refer to Safety Data Sheets (SDS) and follow safe work methods.
		1.7	Position safety signage and barriers to control hazards.
2.	Remove Stain from carpet.	2.1	Select, check and use personal protective equipment (PPE).
		2.2	Select stain removal technique and equipment.
		2.3	Safely move, cover, or protect, furniture and fittings that impede cleaning operation.
		2.4	Calculate and prepare chemicals following manufacturers' instructions and job requirements.
		2.5	Patch test carpeted surface for colour fastness.
		2.6	Treat carpet to remove stain in accordance with workplace procedures and hygiene standards.
		2.7	Compare treated area with surrounding surface to determine need for further action.
3.	Tidy work site.	3.1	Tidy work area and dispose of collected soil and waste in accordance with environmental requirements.
		3.2	Remove protective covers from furniture and fittings.
		3.3	Safely replace furniture and fittings.
4.	Complete carpet stain removal task.	4.1	Safely clean equipment and PPE as required by workplace standards.
		4.2	Clean equipment and check for damage and wear before storing.
		4.3	Safely store equipment, chemicals, and PPE to allow

			ready-to-use access.
		4.4	Report malfunctions, faults, wear or damage to cleaning equipment and environs to supervisor.
		4.5	Complete workplace cleaning schedule.

Foundation Skills

This section describes language, literacy, numeracy and employment skills that are essential to the performance in this unit, but not explicit in the performance criteria.

Skill	Performance Feature
Reading skills to:	- Interpret work orders and workplace safety procedures - Interpret Safety Data Sheets (SDS) - Interpret equipment manuals and chemical labels
Oral communication skills to:	- Communicate effectively with supervisors and team members. - Ask questions and clarify any queries when necessary - Report any problems to supervisor
Learning skills to:	Locate information in workplace documents, manuals, and labels
Numeracy skills to:	Calculate and measure quantities of chemicals
Writing skills to:	Complete workplace reports

Range of Conditions

Not Applicable

Unit Mapping Information

No equivalent unit.

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>

Assessment Requirements for CPPCCL2009 Perform basic stain removal from carpets

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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.

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