



Australian Government

Assessment Requirements for CPPCLO2002 Clean hard floor surfaces

Release: 1

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Modification History

Release	Comments
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 hard floor cleaning equipment and cleaning agents; and
- clean, using a different technique in each instance, four different types of hard floors surfaces, including at least:
 - one hard floor surface with dry soiling; and
 - one hard floor surface with wet soiling.

Performance must include:

- selecting, using, and maintaining personal protective equipment (PPE);
- manual handling techniques;
- communicating effectively with supervisor or clients;
- understanding, clarifying, and following supervisor or client instructions;
- safely using hard floor cleaning equipment and preparing and using cleaning agents;
- disposing of collected soil and waste; and
- using efficient cleaning methods.

Knowledge Evidence

A person demonstrating competency in this unit must identify:

- the main types of hard floor surfaces; including hardwood, wood tile, concrete, marble, ceramic tiling, laminate, and vinyl
- the main types of wet and dry soiling and effects on hard floor surfaces; including dust, heavy dirt build-up, food, beverages, liquids and oil
- cleaning techniques and industry standard equipment used to clean hard floor surfaces including:
 - scrubbing, mopping, sweeping, vacuum and pressure cleaning
 - mops, brushes, industrial scrubbers and sweepers, pressure washers, and vacuum cleaners

- cleaning agents; cleaning solutions for hard floor surfaces; including hard floor cleaning solutions, low environmental impact cleaning solutions, solvent cleaners, stain removal agents and
- manufacturers' instructions for mixing and using cleaning chemicals and stain removers
- workplace requirements for undertaking all aspects of cleaning hard floor surfaces including:
 - key workplace health and safety, hygiene and environmental regulations
 - use of safety data sheet (SDS) and selection, care and use of PPE
 - safe handling of equipment
 - safe usage of cleaning agents
 - manual handling techniques for moving 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, 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 checking 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 scrubbers and sweepers, brooms, dry and wet mops, residential and industrial wet and dry vacuums, pressure hose, cloths, sponges and pressure washers.
- 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>