



Australian Government

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.

Application

This unit specifies the outcomes required to clean hard floor surfaces in a range of workplace contexts.

The unit applies to cleaning personnel who perform hard floor surface cleaning 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, regulatory 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 hard floor surfaces cleaning requirements.

		1.2	Identify hard floor surface and soil types on the surface.
		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.	Clean hard floor surface.	2.1	Select, check and use personal protective equipment (PPE).
		2.2	Safely move, cover, or protect furniture and fittings that impede cleaning operation.
		2.3	Select cleaning technique and identify related chemicals and equipment.
		2.4	Select hard floor cleaning equipment and check for correct operation and safe use.
		2.5	Calculate and prepare chemicals following manufacturers' instructions and job requirements.
		2.6	Clean floor in accordance with workplace procedures and hygiene standards.
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 cleaning 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 CPPCLO2002 Clean hard floor surfaces

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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.

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